



Belief

We believe

in the potential of intellectually disabled people
and a society for all.

*Isaac dos Santos
during a skills and
stimulation session at
the Itaim Bibi Unit*

Objective

*Brothers David and Dennis
Medeiros da Silva, who through the
Professional Inclusion Service
have been in the market place
since 2018*

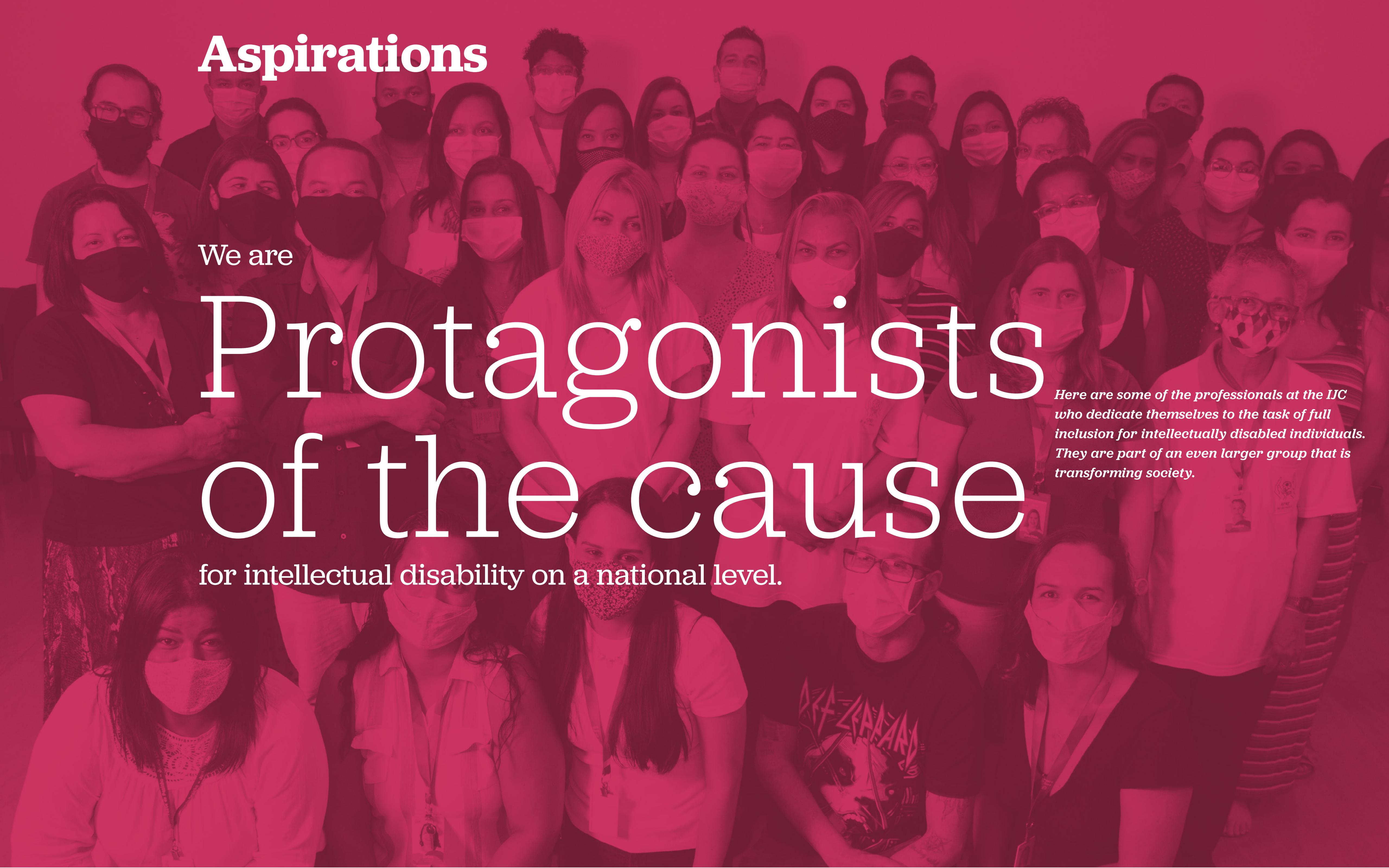
Promoting prevention and **full inclusion**

for intellectually challenged people into society by means of integral personal development; quality attendance; search, generation and dissemination of knowledge; influence on public policies; familial support; and sensitization of society.



Values

Ethics and transparency; Respect for differences; Innovation and improvement; Collaborative attitude; Valorization of people.

A large, diverse group of professionals, mostly women, are gathered together in a group photo. They are all wearing face masks, either surgical or cloth. The group is diverse in age and ethnicity, and they are all looking directly at the camera with a slight smile.

Aspirations

We are

Protagonists of the cause

for intellectual disability on a national level.

Here are some of the professionals at the IJC who dedicate themselves to the task of full inclusion for intellectually disabled individuals. They are part of an even larger group that is transforming society.

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instituto
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nação

*Why continue ahead
with an institution
that has already done
what we did?*



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Why continue ahead with an institution which has already done what we did?

A year to be remembered

Many say that 2020 is a year to be forgotten. For the Instituto Jô Clemente (IJC) it is a year to remember.

Of course, it was devastating. Without a doubt, it was very difficult, in many ways, cruel.

We had just completed the transition to the new brand. Long-term plans and new horizons were already being drawn up when the Covid-19 pandemic struck us all. It was a horizon, a period of life, a year that noone would have wished there had been.

But it was a year in which we ratified our beliefs, practiced cooperation and if we survived, and yes, we survived, active, worthy and standing up, it was thanks, among other things, to our management team. Members of the board of directors, through regular and emergency committees, and the operational team, without exception, made 2020 theyear to remember.

Innovation, dedication, inventiveness, contention, cooperation, collaboration, an attentive eye and equity are terms that comprise the memory

of the year which we underwent. Each of us had to reinvent ourselves, review concepts, sacrifice. Sacrificing coworkers, all for the greater and collective good - the possibility of surviving the huge tsunami that hit the institution and that, were it not for management, governance, processes, the liveliness of our values and dedication of all, it would not have been possible.

New parameters were established. New protocols have been implemented.

From controls to new procedures for people with intellectual disabilities and family members, including wage reviews. Everything was revisited, considered, evaluated and managed.

Amid the review of everything, good news has crowned the efforts by many over a long period: the Extended Heel prick test was contracted by the City of São Paulo, an award for so much dedication, by raising the awareness of municipal managers.

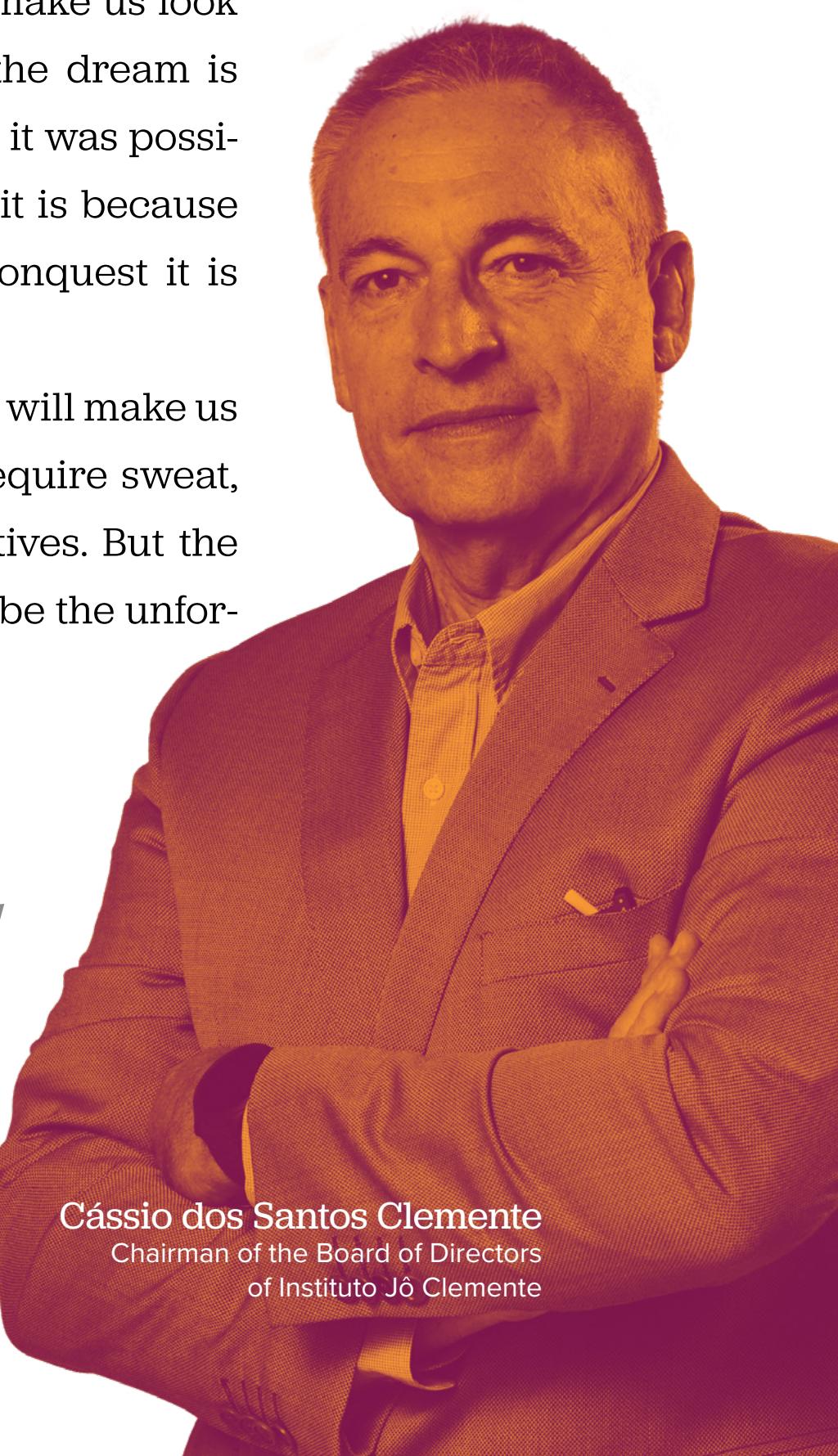
Increasing encouragement, parliamentary amendments came to meet our budget, bringing financial oxygen.

Impressively we were getting through the storm. The year 2020 was very intense and very difficult.

But these are the moments which make us look ahead and continue believing that the dream is possible, since despite such difficulty it was possible for us to overcome the obstacles it is because the dream is viable and with this conquest it is even closer.

2021 will also have its challenges. It will make us experience our limits again. It will require sweat, tears and, who knows, new perspectives. But the beginning of the new era will always be the unforgettable 2020.

“Commitment to the cause of intellectual disability requires a greater leap, a broader perception”



Cássio dos Santos Clemente
Chairman of the Board of Directors
of Instituto Jô Clemente

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2020 was a challenging year, but we adapted to the new reality

Alignment, growth and responsibility

The year marked by the pandemic had a direct impact on our operations. Despite the great difficulties generated in the areas of health, economics, politics and behavioral change for people with intellectual disabilities and their families, we managed to adapt to the new reality in an agile and effective way, maintaining excellence in the services provided.

Seeking to promote a more efficient operation, following best management practices and ensuring the health of all, we renegotiated contract values, restructured our staff and unified services.

We integrate Professional Inclusion, Rehabilitation and Aging services, which have come to be called Professional Inclusion and Longevity and are now concentrated in the Organization's central unit.

We kept essential services in full working order, following all protocols guided by health authorities, and implemented hybrid service (in person and online) in other services, through platforms that allow remote service and we implemented work in home

office for a good part of our employees.

Due to the increase in the number of reports of violence and the setback in public policies, we act more strongly in defending and guaranteeing rights. We maintained our position for inclusive education and professional inclusion, we continue to produce and disseminate knowledge to all our public in an accessible way.

In order to give greater visibility to the Instituto Jô Clemente brand, we won national and international awards, such as Smart Costumer, Best Performance, Zero Project and the Municipal Seal of Human Rights and Diversity.

In December, through a partnership with the São Paulo Municipal Health Secretariat, we implemented the Extended Heel prick Test in the municipal health network, via the Unified Health System (SUS), increasing the possibility of early diagnosis from six to 50 diseases, including rare ones. To meet the demand, we started a renovation at the central unit of the Instituto Jô Clemente, *(continue reading below)*

“Amplifying the Heel prick Test enabled us the possibility of early diagnosis for a large number of rare diseases”



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2020 was a challenging year, but we adapted to the new reality

Alignment, growth and responsibility



which includes the expansion of the laboratory and the relocation of services such as reception and collection of exams.

We maintained and improved the partnership with Fundação Dom Cabral, applying in practice agile methodology with our managers, who extended their skills to analyze operational risks and visualize trends, opportunities and strategies to achieve ever more excellence in all actions and programs. Through consultancy with the institution, we also monitor the expansion of social impact, aiming to expand our activities to other regions of the Country.

We underscored with our collaborators, clients, suppliers and partners, the directives of our Conduct Guide, disseminating our Compliance Program in order to guarantee a transparent and ethical management in all spheres, in accordance with the Anticorruption Laws and national and international best managerial practices. We train our managers to implement processes in line with the General Data Protection Law (LGPD), with the

aim of ensuring the security of the personal data of the people we serve, employees, donors, partners and suppliers.

All of our actions and programs are in line with the Convention on the Rights of Persons with Disabilities, promulgated by the United Nations (UN) and the Brazilian Inclusion Law (LBI). We reinforce, once again, our support for the United Nations Global Compact, of which we have been part since 2014 and we remain committed to the corporate responsibility initiative and the principles of the entity, which aims to promote the sustainability of corporations in the areas of Human Rights, Labor, Environment and Anti-Corruption. Through the Defense and Guarantee of Rights, and the Program Articulation and Mobilization, we defend rights, the inclusion of people with intellectual disabilities and the protection of internationally recognized human rights.

Social inclusion of people with intellectual disabilities is fundamental to a fairer society for all. For this, it is necessary to promote health and

prevention, defend and guarantee rights, produce and disseminate knowledge. Improvement in management is part of this process. We reaffirm, therefore, our purpose to be a reference in the cause of intellectual disability throughout the Country, through management in line with the best national and international practices, in order to continue counting on the indispensable support of society.



Daniela Machado Mendes
General Superintendent of the Instituto Jô Clemente

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Where we act

Expanding our operations across the Country

We are expanding our operations to other regions of the Country, through knowledge sharing.

We are part of the Bem Viver [Live Well] Project - Diocesan Agents of Inclusion, the result of a partnership between Brasa (Brazil, Health and Action - Cooperating to Include), Aifo (Italian Association of Friends of Raoul Follereau - responsible for the project), Adefis (Association of Disabled Persons in Santarém) and Cheisa Católica (Italian Episcopal Conference). We trained 20 diocesan inclusion agents trained to support, through social inclusion projects and the promotion of autonomy, people with disabilities looking for jobs in Santarém (PA) and neighboring cities. The initiative, which should last for three years, operates from a cultural perspective and englobes inclusive social action, with the main aim of contributing to improving the quality of life of people with disabilities, investigating the possibilities of social development existing in Santarém, aiming to create future possibilities.

Through the Education, Research and Inno-

vation Center (CEPI), we offer distance learning courses for health, education, psychology and caregivers across the Country.

We also operate in several cities in the Country, through the Articulation and Mobilization Program, in the training of professionals in the areas of Social Assistance, Health, Education, Public Security, Justice System, Sports, Leisure and Culture, Housing, Works, Rights Humans, members of the Rights Councils, Guardianship Council and professionals from social organizations in the area of disability on how to prevent, identify and report situations of violence and violation of the rights of people with disabilities.

**Our aspiration is to be
protagonists for the cause
of intellectual disability in
the Country**



*Welton Pains dos Santos
and son Isaac on the daily
journey for full inclusion.*

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PREVENTION
Prevention and health promotion

HEEL PRICK TESTS
387,176 babies screened

2,567,816 exams realized

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NEONATAL SCREENING CLINIC

4,720 patients attended

15,100 consultations

REHABILITATION

177 people attended

7,464 procedures realized

STIMULATION AND SKILLS

2,181 patients attended

92,741 therapies realized

DIAGNOSTIC CLINIC

4,947 patients attended

12,901 consultations

DIVINA DIETA

6,985kg food produced

Social inclusion
EDUCATION

324 students attended

PROFESSIONAL

345 people included

AGING

144 people attended

Defense and guarantee of rights
SELF-ADVOCATES PROGRAM

33 self-advocates

LEGAL PROGRAM FOR THE PREVENTION OF VIOLENCE

4,754 people with intellectual disability and families attended

ARTICULATION MOBILIZATION OF THE REDE

27,406 **6** people trained

municipalities mobilized

TECHNICAL SUPPORT CENTER OF THE 1ST POLICE DELEGACY FOR PERSONS WITH DISABILITIES

1,733 people attended

Produce and disseminate knowledge
EDUCATION

14 courses realized

451 people qualified

10 studies completed



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Public Attendance Service

A good day every day

To welcome the public and strengthen the relationship with all the people served, our PAS - Public Attendance Service has professionals dedicated to guiding families, scheduling consultations and therapies and registering praise, complaints, doubts and suggestions.

Our intention, with this service, is to address the demands that arise with the greatest efficiency and assertiveness possible, facilitating the lives of the people who come to us.

The greatest challenge for the PAS is to offer an ever better service, reducing waiting time and providing solutions to improve relationships with the public.

Customer satisfaction is also a constant concern. For this, we perform periodic surveys in order to seek resolutions and thereby maintain continuous improvement of services.



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Communicating with society

Breaking barriers imposed by Covid

Dissemination of the new brand

Internal and institutional communication is essential for the strategic positioning of an organization. When it comes to the topic of intellectual disability, a very profound subject, the role of communication is to overcome barriers, leading our purpose to include as many people as possible.

The main challenge for 2020 for the Marketing and Communication area was, without a doubt, to adapt and put into practice a communication plan to propose to society issues regarding the impact of Covid-19 on disability..

We learn doing new things or doing what we already did well, but in a different way, aiming to meet the communication demands of all areas of the Organization, while respecting the measures of social isolation. Actions such as distance meetings, sending of e-mails market-

ing, press kits and letters were also part of the plan for the dissemination of communication campaigns to external partners, in addition to the media and digital influencers.

Lilac June

To inform the population of the importance of the Heel prick Test, we promoted, together with Unisert, in partnership with the agency KZ Inteligência, the fourth consecutive edition of the Lilac June campaign, launched on June 6, National Heel prick Test Day. We emphasize the importance of the test, which is fast, free, and mandatory by law and detects diseases in the newborn's first days of life, even before symptoms appear. We launched the hashtag #Vamosdarmaisumpasso, aiming to engage society to support the expansion of Neonatal Screening in the Unified Health System (SUS) from six to 50 diseases across the Country.

We have the support of celebrities and digital influencers from the Organization and Dr. Ana Escobar, official ambassador of the Health area

of the Instituto Jô Clemente.

The campaign broke the record for divulgation in the media, totaling 369 publications / broadcasts. We highlight the 15 reports in journalistic open TV in São Paulo and other places, such as Belo Horizonte, in addition to 241 broadcasts on radio stations across the Country.



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Communicating with society

Breaking barriers imposed by Covid

Press Office

In general, covering all areas, services and activities of the Organization, we achieved a media exposure of R\$ 231,557,610, with emphasis on articles in the newspaper Folha de São Paulo, cover in the newspaper O Estado de São Paulo, in addition to news from Globonews, TV Globo, TV Record, TV Cultura, TV Brasil, Band, RedeTV!; on the radio stations Agência Rádio 2, Rádio Nacional, Jovem Pan, BandNews, CBN, Eldorado and Globo; and on the news portals BBC News Brasil, G1, UOL, Terra, R7, Agência Brasil, among other vehicles of great relevance.

Social Networks

We act strongly in the dissemination of the new brand, through content of interest to our followers, in addition to the divulgence of items related to our services and campaigns. In December, to celebrate the International Day of People with Disabilities, we launched the #inclusao campaign on social networks, which included the participation of our self-advocates and partners such as Grupo

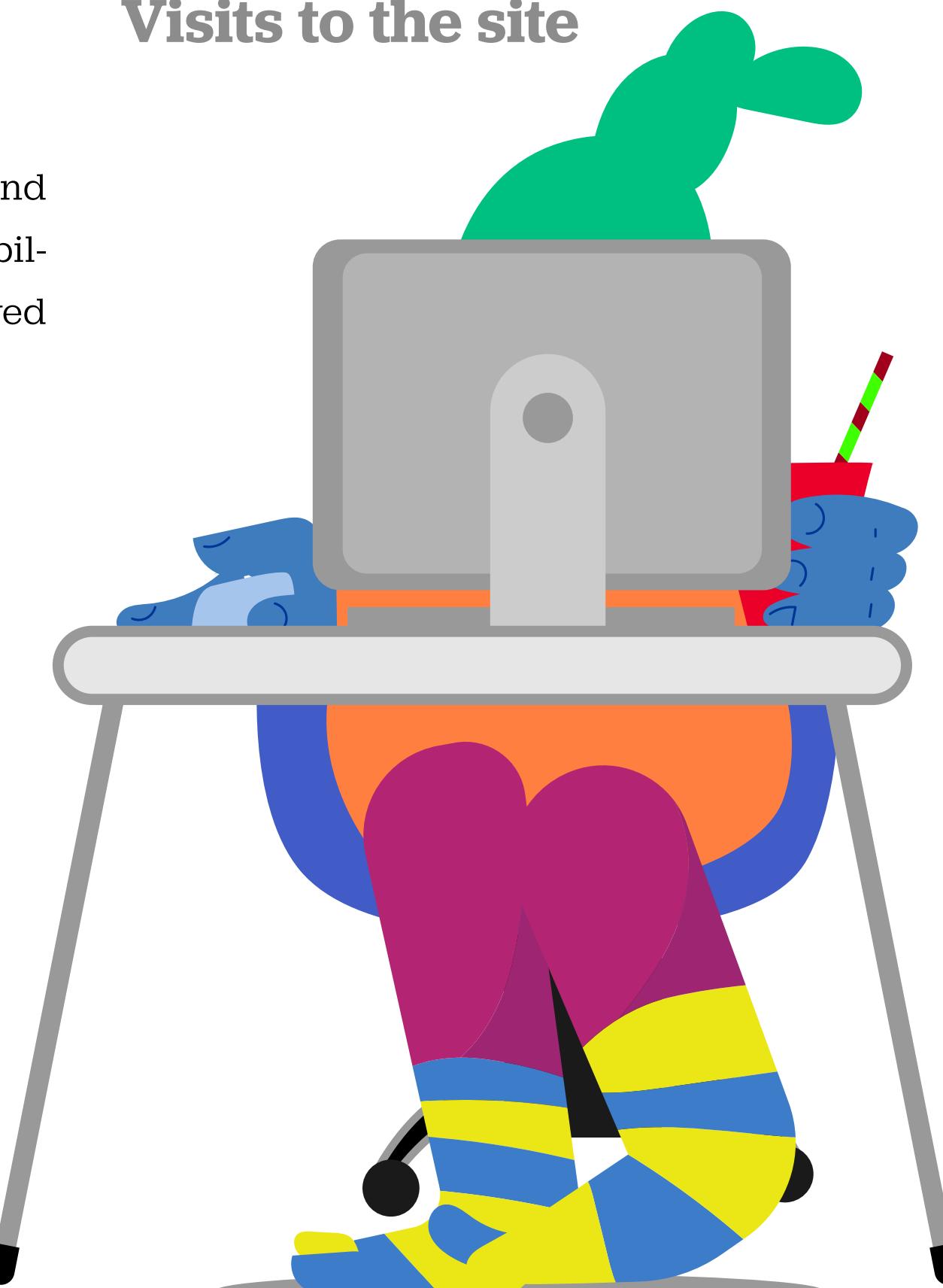
Pão de Açúcar, McDonald's, Senator Mara Gabrilli and others in the production and dissemination of videos on the importance of including people with disabilities.

Awards

We were recognized for our transparency and performance in the cause of intellectual disability through services and programs. We received awards relevant to the Organization's image:

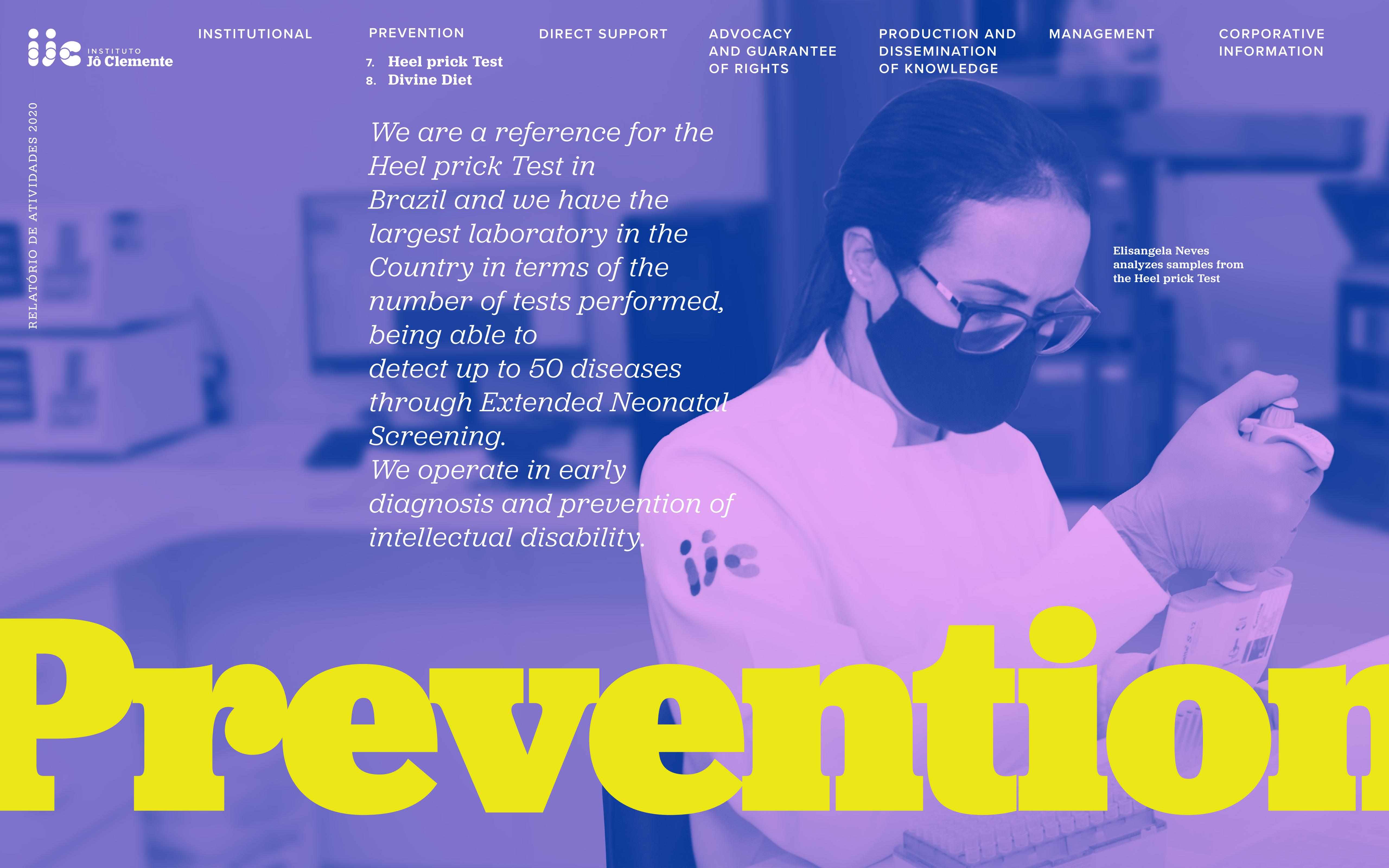


2,366,570
Visits to the site



7. Heel prick Test
8. Divine Diet

We are a reference for the Heel prick Test in Brazil and we have the largest laboratory in the Country in terms of the number of tests performed, being able to detect up to 50 diseases through Extended Neonatal Screening. We operate in early diagnosis and prevention of intellectual disability.



Elisangela Neves analyzes samples from the Heel prick Test

Prevention

- 7. Heel prick Test**
- 8. Divine Diet**

Neonatal Screening

Tradition since 1976

We implemented the Heel prick Test in Brazil in 1976 and, since 2001; we are a Neonatal Screening Reference Service (SRTN) certified by the Ministry of Health. Currently, we are responsible for carrying out the examination in 80% of babies born in the capital city of São Paulo and 67% of newborns in the State of São Paulo, through the Unified Health System (SUS) and private maternities and hospitals. Since implementation, we have screened more than 17 million Brazilian babies.

We always work for the development and mandatory testing in the Country. Based on the 1988 Constitution, the exam became mandatory and free of charge throughout the national territory. In 2001, the Ministry of Health instituted the National Neonatal Screening Program (PNTN).

Considered an essential service, our laboratory must not stop, despite the pandemic. We continue to perform the Heel prick Tests without interruption during the entire quarantine period, reinforcing our commitment to prevention.



- 7. Heel prick Test**
- 8. Divine Diet**

Exams and Services offered

Nobody can be left out

Basic

It is mandatory and provided free of charge throughout the Country. In the state of São Paulo, we screen for the following diseases: Phenylketonuria, Congenital Hypothyroidism, Cystic Fibrosis, Sickle Cell Anemia and other Hemoglobinopathies, Congenital Adrenal Hyperplasia and Biotinidase Deficiency.

Super

It is one of the most complete neonatal screening tests, with the detection of 48 diseases, using advanced Tandem Mass Spectrometry technology - MS / MS.

SCID and AGAMA

These complete the group of 50 diseases offered in the Extended Heel prick Test. They are serious genetic diseases in which there is no production of T and / or B defense cells or protective antibodies. The test can be performed in association with any of the previous tests or at medical discretion.

Active Search

Our laboratory has an Active Search system that performs the immediate call for all newborns that present alterations in the Heel prick Test. Our team schedules babies with alterations in exams for recollections and confirmatory exams, in addition to referrals of confirmed cases to the Reference Centers. If re-collection is requested, it is essential to do so immediately.

The Municipal Health Secretary of São Paulo signed the expansion of the Heel prick Test for babies born in the public network of the municipality. With this, the Basic Heel Test, comprising six diseases, was increased to 50, allowing expansion in the diagnosis of a large number of rare diseases.



7. Heel prick Test
8. **Divine Diet**

And here? The flavor of inclusion

We created the Divine Diet, a line of food products with a low content of phenylalanine and other amino acids, free of gluten, milk, eggs and animal products, with the aim of improving the quality of life of people with metabolic diseases and prevent intellectual disability.



Preparing the Divine Diet

The products are recommended for people with phenylketonuria, homocystinuria, leukinosis, isovaleric acidemia, propionic acidemia, methylmalonic acidemia and urea cycle defects. If these diseases are not adequately treated, they can lead to intellectual disability. People with intolerance to lactose, cow's milk protein allergies, celiac disease, vegetarians and vegans also benefit from these foods.

Special food basket

The donation program for the Special Food Basket of the Instituto Jô Clemente served families in situations of social vulnerability among people monitored in our Neonatal Screening Clinic or Diagnostic Clinic.

For this, private individuals and legal entities can provide food baskets with items for consumption during one month, thus avoiding the development of intellectual disabilities for diagnosed cases of phenylketonuria in the Heel prick Test.

6,985kg
of food prepared

We work hard to maintain, despite the effects of the pandemic, food production and support from godparents of the food baskets provided to families in situations of social vulnerability.



Delivering a special food basket Especial

1,009
food baskets

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- 10. Diagnostic Clinic
- 11. Stimulation and Skills
- 12. Private Attendance and Health Operators

- 13. Educational Rehabilitation
- 14. Rehabilitation
- 15. Professional Inclusion
- 16. Aging

Our main objective is to promote the autonomy, protagonism and social inclusion of people with intellectual disabilities. We operate from early childhood to aging, including educational support and inclusion in the labor market.



Júlia Maria Torres Rodrigues was included in the job market through the Professional Inclusion Service

Direct support

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First steps

Specialized Follow up

We also have the Neonatal Screening Clinic, with an interdisciplinary team to guide and monitor cases in which there are alterations in the Heel prick Test. This team is composed of specialists in the areas of Pediatric Endocrinology, Hematology, Nutrition, Psychology and Social Assistance.

With the pandemic, the Neonatal Screening Clinic, which is also considered an essential service, adopted the call center, ensuring quality assistance to families, through teleconsultations.

15,100

consultations realized



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Diagnostic

A day to day with more quality of life

Often, intellectual disability is not directly linked to genetic issues or innate errors of metabolism, and may occur due to socio-environmental factors, such as anoxia during delivery, malnutrition, alcohol and drug use during pregnancy, among other reasons.

To identify the causes and promote the best follow-up, we have the Diagnostic Outpatient Clinic for Intellectual Disability, which counts on a multi- and interdisciplinary team, with specialized doctors in the areas of Neuropediatrics, Genetics, Psychiatry, Neuropsychology, in addition to Social Assistance.

We implemented telemedicine, due to the social isolation measures imposed during the quarantine, thus reinforcing our commitment to promoting health and quality of life for the people we serve.

Genetic Counseling

Genetic Counseling for patients and their families is also part of the Diagnostic Clinic. During the consultation, possible developments associated with a genetic disease are explained.



12,901
consultations realized

4,947
patients attended

New Look

Within the Diagnostic Clinic, families also have specialized eye care, offered through a partnership with the Dr. Rubem Cunha Ophthalmological Foundation. We have at their disposal a modern office, whose objective is to provide dignified care to the population in a situation of social vulnerability, providing early diagnosis and clinical or surgical treatment when necessary.



1,017
consultations
realized

829
patients
attended

PROJECT

Diagnostic: Making the difference

Support: CMDCA Conselho Municipal dos Direitos da Crianças de São Paulo through FUMCAD – Fundo Municipal dos Direitos da Crianças de São Paulo, linked to SMDHC - Secretaria Municipal de Direitos Humanos e Cidadania.

The project began in 2018, with duration of 24 months, in order to guarantee the diagnosis of intellectual disability of children and adolescents in a situation of social vulnerability, more effectively, enabling broader development. 3,180 children and adolescents were attended, aged 0 to 17 years and 11 months.

9. Neonatal Screening Clinic
10. Diagnostic Clinic
- 11. Stimulation and Skills**
12. Private Attendance and Health Operators

13. Educational
14. Rehabilitation
15. Professional Inclusion
16. Aging

Play to develop All have potential

To ensure that people with intellectual disabilities or delayed neuropsychomotor development have a better quality of life, we offer the Stimulation and Skills Service from early childhood. We understand that the sooner we start monitoring, the greater the chances that the children will have their global potential developed.

The objective is to facilitate their social inclusion, in addition to promoting the better development of the child's motor, cognitive and language skills with a diagnostic hypothesis or confirmed diagnosis of delayed neuropsychomotor development, intellectual disability or genetic syndromes.

The activities are carried out by a multi- and interdisciplinary team.

- **Phonoaudiology**
- **Occupational Therapy**
- **Physiotherapy**
- **Social Service**
- **Psychology**
- **Psychopedagogy**



Due to quarantine and social isolation measures, we now offer remote care, comprising activities for children to perform at home, with guidance from our professionals.

We create materials such as videos and guidebooks and offer children and families the necessary support for the continuity of therapies, even at a distance.



INSTITUTIONAL	PREVENTION	DIRECT SUPPORT	ADVOCACY AND GUARANTEE OF RIGHTS	PRODUCTION AND DISSEMINATION OF KNOWLEDGE	MANAGEMENT	CORPORATIVE INFORMATION
9. Neonatal Screening Clinic 10. Diagnostic Clinic 11. Stimulation and Skills 12. Private Attendance and Health Operators	13. Educational 14. Rehabilitation 15. Professional Inclusion 16. Aging					

Play to develop

All have potential

Moment of News Program

We developed the program to offer psychological support and provide support to parents or pregnant women who have just received news of a child's suspected disability or confirmed genetic malformation.

The work of the professionals involved in the program aims to humanize the moment of such news and welcome parents, in order to build a healthy family bond. Thus, we offer conditions for the family to be an effective agent in the child's development and social inclusion.

Sensorial Integration Room

We offer specialized attendance to children from 2 to 12 years of age, with the objective of promoting, via intervention by the qualified technical team in the Sensorial Integration room, improved development of people with intellectual disability and/or Autistic Spectrum Disorder (ASD), performing work with sensory stimulation resources, so that the child can acquire autonomy and improve aspects of socialization.

Padrinho Amigo

We maintained the Padrinho Amigo [Godfather Friend] program with the objective of guaranteeing therapeutic care for children with a confirmed hypothesis or diagnosis of intellectual disability, delayed neuropsychomotor development, genetic syndromes and preventive care for newborns at risk, aiming at development of children's global health, through the improvement of functional capacity, providing autonomy and independence in different aspects of life, as well as their social inclusion. Since its creation, the program has benefited 440 children.

PROJECT

Implementation of the Stimulation and Skills in Early Infancy – Guaianases Region

Support: CMDCA – Conselho Municipal dos Direitos da Crianças de São Paulo through FUMCAD – Fundo Municipal dos Direitos da Crianças de São Paulo, linked to SMDHC - Secretaria Municipal de Direitos Humanos e Cidadania.

Started in 2019, lasting 24 months and aims to ensure the development of psychomotor skills of 340 early childhood children (0 to 6 years of age) who show signs of developmental delay or diagnosis of intellectual disability from the Guaianases region and adjacent regions.



INSTITUTIONAL

PREVENTION

DIRECT SUPPORT

 ADVOCACY
AND GUARANTEE
OF RIGHTS

 PRODUCTION AND
DISSEMINATION
OF KNOWLEDGE

MANAGEMENT

 CORPORATIVE
INFORMATION

- 9. Neonatal Screening Clinic
- 10. Diagnostic Clinic
- 11. Stimulation and Skills
- 12. Private Attendance and Health Operators**

- 12. Educational
- 13. Rehabilitation
- 15. Professional Inclusion
- 16. Aging

Private sector attendance

Specialized services

With a multi and interdisciplinary medical team capable of speeding up the process of diagnosis and guidance to family members, we offer consultations, neuropsychological, functional, psycho-pedagogical assessments and therapies to the members. Attendance can be in person or remote, due to the pandemic.

We have specialists in Genetic Counseling, Neurology, Pediatric Endocrinology and Psychiatry, aimed at children and adolescents up to 17 years and 11 months. We also offer consultations with specialists in genetics with no age limit for care. We offer people up to 14 years of age therapies in the areas of Speech Therapy, Physiotherapy, Occupational Therapy, Psychology and Hydrotherapy. Our aim is to provide preventive and rehabilitative care, with a focus on global development.

Also available are Complete Neuropsychological and Psychodiagnostic Assessments of Intellectual Functioning for people with suspected intellectual disabilities or a neurodevelopmental disorder. The main objective is to investigate functions such as attention, language, perception, memory, motor functions in people with complaints

of cognitive and behavioral changes. The evaluations help to understand the impact of changes in the individual's functioning and enable the professional to indicate the most appropriate treatment for each case.

We expanded the service to the private sector, through the signing of new contracts, totaling nine renowned health operators, offering a wide range of consultations and therapies.



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Specialized Educational Attendance

It is by socializing that one learns

Following the life cycle of people with intellectual disabilities, one of the services we offer at the Instituto Jô Clemente is Specialized Educational Assistance (SEA) for students aged 4 to 17 years old, who have specialized support to overcome barriers in the teaching and learning process, through accessible resources and strategies, promoting or expanding the necessary conditions for the continuity of studies at other levels of education.

The SEA is carried out by pedagogues, twice a week, with 1h30 duration, outside school hours. Rooms are duly equipped with accessible educational materials, technological resources and various games. The set of activities is developed through projects in order to generate effective actions that eliminate barriers, considering intellectual and cognitive development. The methodology encompasses playful situations that allow the free expression of the student, as highlighted by the Ministry of Education (MEC) in the collection Special Education from the School Perspective (2010).

Due to the quarantine, we implemented remote support, through the development and delivery to families of materials and activities to be carried out at home, with the guidance of our professionals, in addition to assistance via video, audio and messaging platforms.



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Educational support

Support for school life

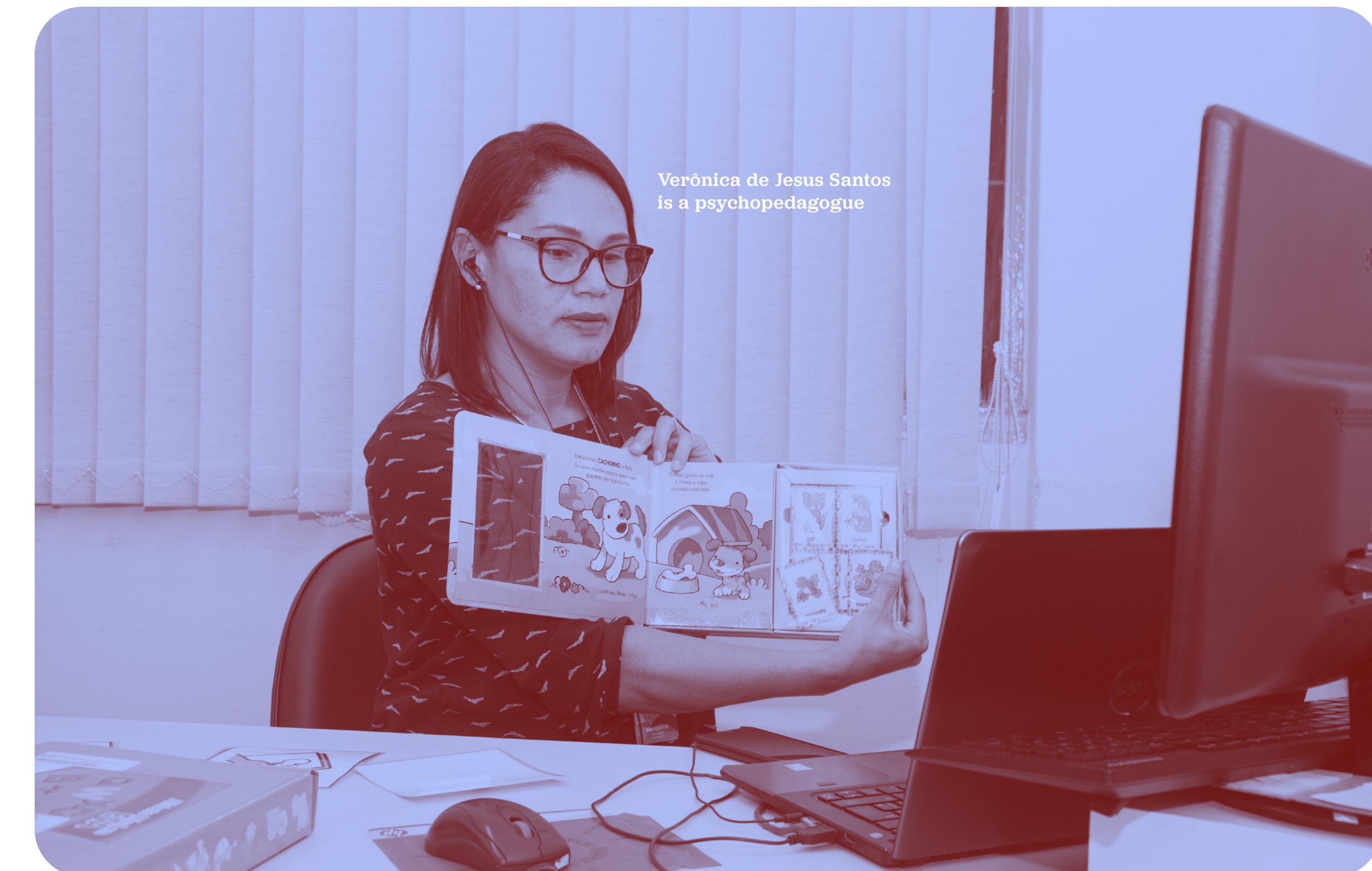
We offer specialized care in Psychopedagogy, focusing on students from 4 to 17 years of age with learning difficulties, Autistic Spectrum Disorder (ASD) and intellectual disabilities, whose main objective is to propose different ways of diagnosing, preventing and breaking down barriers of possible difficulties, in addition to presenting intervention strategies that provide meaning to learning.

Psychopedagogy considers the social, affective and cognitive dimensions that interact simultaneously in the formation of the individual.

The services are private or through partnerships with health operators and can be in person or remote, through the call center, implemented following the pandemic.

64

people attended



- 9. Neonatal Screening Clinic
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- 15. Professional Inclusion
- 16. Aging

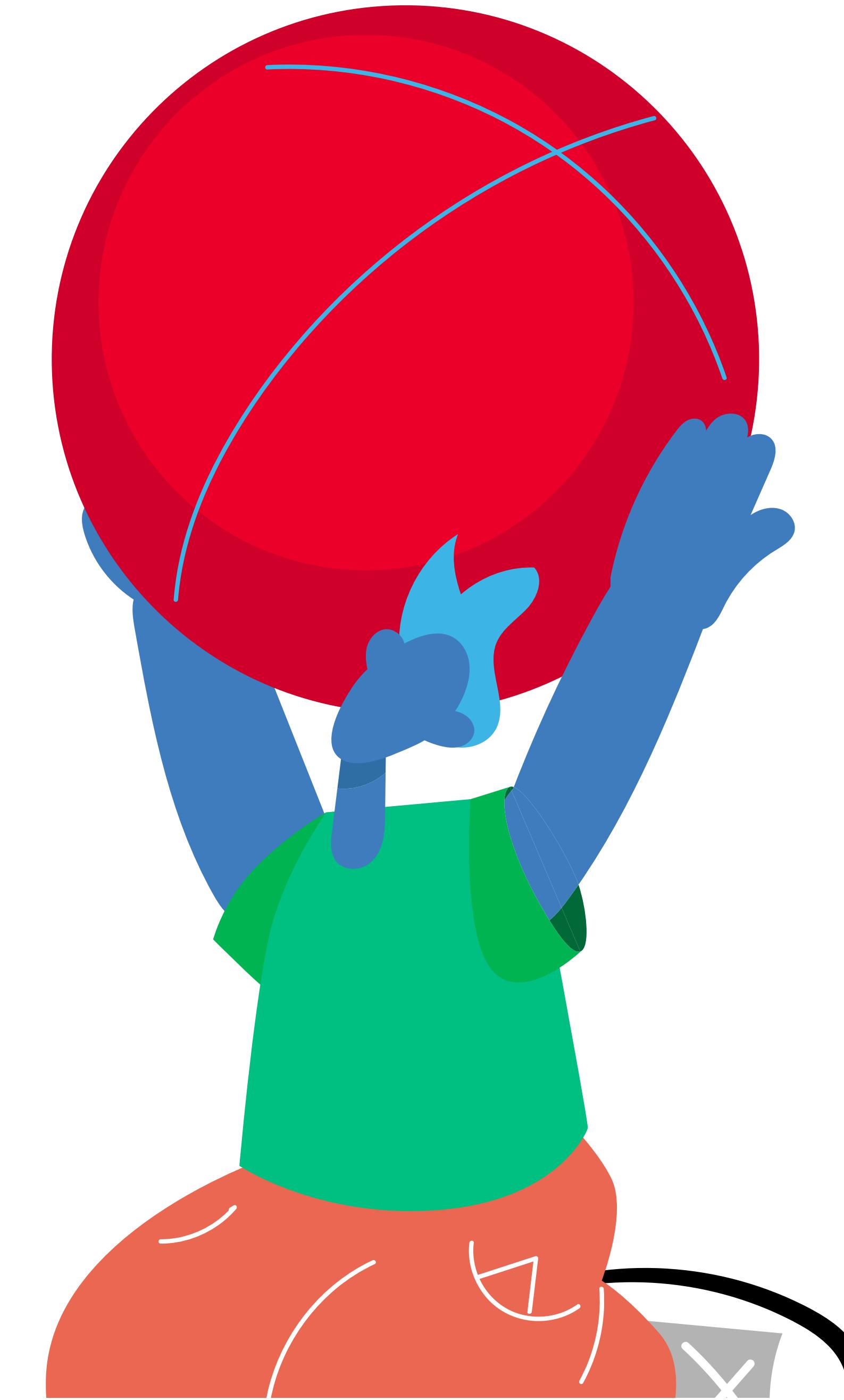
Development of skills

Revealing potentials

In the aspects related to psychosocial rehabilitation, we highlight actions to promote health and well-being, allowing the strengthening of independence and autonomy of young people and adults with disabilities to live in the community, improving their skills, introducing environmental changes and expanding the support network necessary for its full development.

We implement remote monitoring, using video, audio and message platforms, with proposals for activities and games to be performed at home, under the supervision of our professionals.

177
people attended



9. Neonatal Screening Clinic
10. Diagnostic Clinic
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13. Educational
14. Rehabilitation
- 15. Professional Inclusion**
16. Aging

Job market

Include to qualify

We strongly support services that serve young people and adults with intellectual disabilities and / or Autistic Spectrum Disorder (ASD), strengthening their autonomy through professional inclusion, improving their quality of life and expanding their independence in the family and social aspect.

In our Professional Inclusion, we serve young people and adults with intellectual disabilities and / or ASD who are inserted in several companies and public agencies through the Supported Employment Methodology, used in the United States and European Union countries.

The program developed by the service allows workers to be included in public companies and institutions and to receive technical support for at least 12 months. With the pandemic, we adopted a remote service system, both for young people and adults supported and for companies, through messaging tools, audios and videos.

Professional qualification programs are developed that enable people with disabilities to discover their vocational profile, entering the job market through Professional Learning programs. It is

worth mentioning that, in a complementary way to the work carried out at the Organization's headquarters, we developed programs such as the Initiation to the World of Work (IMT) and vocational groups called Job Club in different points of the city of São Paulo, always in partnership with the public apparatus responsible for attending people with disabilities in the social and educational field.

PROJECT

Professional Guidance and Inclusion of People with Intellectual Disabilities

Support: Fundação Prada

We promote the qualification and inclusion of 100 people with intellectual disabilities in the job market, seeking the development of potential and the exercise of citizenship.

The project lasts for 24 months and started in 2020.

345

**people inserted
into the
job market**



David and Dennis Medeiros da Silva were included in the job market through the Professional Inclusion Service

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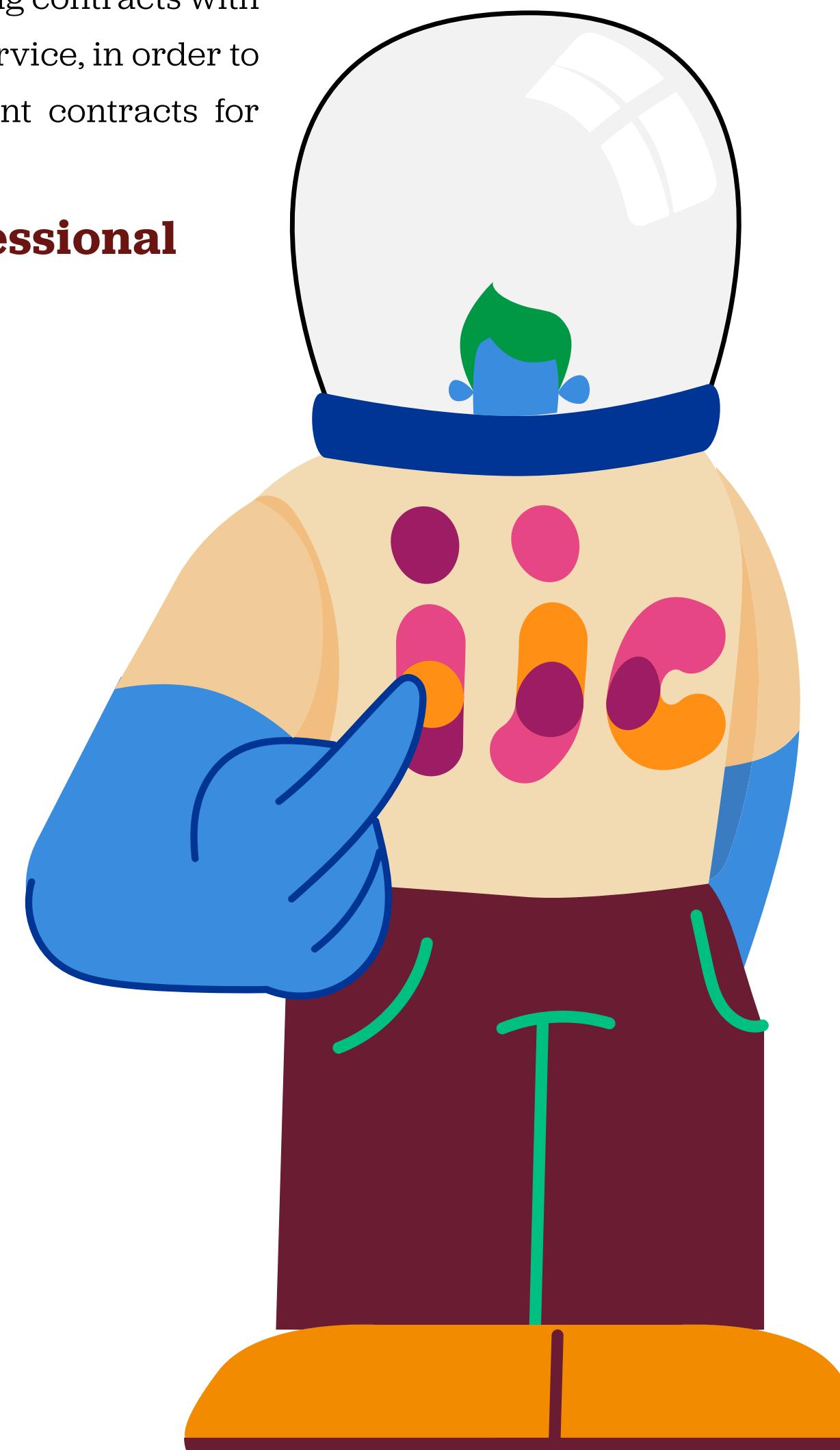
Job market

Include to qualify

With the pandemic, we are committed to maintaining contracts with partner companies of the Professional Inclusion Service, in order to ensure the continuity and renewal of employment contracts for supported young people and adults.

Partner organizations in the professional inclusion and longevity program

- Aché Laboratórios Farmacêuticos
- All's Cream
- Associação Brasil Saúde & Ação – Brasa
- Arcos Dourados (McDonald's)
- Atacadista Roldão
- Câmara Municipal de São Paulo
- Coca-Cola
- Colgate-Palmolive
- Cury Construtora e Incorporadora
- Diagnóstico da América S.A. (Dassa)
- Elevadores Otis
- Espaço Laser
- Etna
- Duratex
- Firmenich



- Fundação Prada
- General Motors do Brasil – GM
- Governo do Estado de São Paulo
- GRSA Serviços de Alimentação
- Grupo Pão de Açúcar / Extra / Casas Bahia / Ponto Frio
- Hotel Ibis
- Laboratório Fleury
- Libbs Farmacêutica
- Locaweb Serviços de Internet
- Ministério Público do Estado de São Paulo
- MSX International do Brasil
- Natura Cosméticos
- Nespresso / Nestlé do Brasil
- O Boticário
- Raia Drogasil
- Supermercado Padrão
- Supermercado Saúde
- Ultrafarma Saúde
- Tribunal de Justiça do Estado de São Paulo
- Tribunal Regional do Trabalho São Paulo
- Villa Grano Pães e Conveniências

- 9. Neonatal Screening Clinic
- 10. Diagnostic Clinic
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- 12. Private Attendance and Health Operators
- 13. Educational
- 14. Rehabilitation
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- 16. Aging**

Quality of life

Promoting longevity

In order to preserve functionalities, promote health and strengthen the autonomy of people with intellectual disabilities, we have the Aging Service, where we attend people with signs that suggest aging. Our proposal includes life planning, in addition to activities that are offered through crafts, music, dance, physical conditioning workshops, among others. For this, we have a multi- and interdisciplinary team specialized in Gerontology.

People with intellectual disabilities in an aging stage are part of the Covid-19 risk group, so, as soon as the quarantine was decreed in the State of São Paulo, we started to provide support to these people at a distance, through teleservices, with the development of videos and other materials with dynamics and activities to be carried out at home. In parallel, our team guided family members and caregivers about the care that should be taken in the family environment.

144

people attended
remotely, through
video platforms



João Ricardo Puppo Boueri attends the Aging Service

PROJECT

Aging and Intellectual Disability

Support: CEI – Conselho Estadual do Idoso de São Paulo through the FEI – Fundo Estadual do Idoso de São Paulo linked to the SEDS - Secretaria Estadual de Desenvolvimento Social.

With the objective of developing health actions and promoting functionality to people with intellectual disabilities in the aging process and supporting the continuous training of professionals from the social assistance network, in order to deepen reflections on the theoretical frameworks, dissemination of concepts and methods that promote differentiated service ensuring better quality of life for people with intellectual disabilities and their family nucleus. The project started in 2019 and lasts 12 months, covering the care of 150 people with intellectual disabilities in the aging process and 200 professionals from the social assistance network.

17. **Advocacy**
18. **Self-Advocacy**
19. **Social Legal Program**
20. **Articulation and Mobilization**
21. **Technical Support Center of the 1st Police Station for Disabled Persons**



All services aimed at people with intellectual disabilities and their respective families are guided by social inclusion. However, there are still many barriers to be overcome.

Vitória Rosa de Paula is a self-advocate

Bringing Rights

For the rights

In defense of the Brazilian Inclusion Law

The Defense and Guarantee of Rights Service seeks to guarantee the fundamental rights listed in the Convention on the Rights of Persons with Disabilities, promulgated by the UN in 2008.

Advocacy

We work on public policies in a collaborative manner with the government departments, preparing and guiding projects of public interest, as well as focusing on the Legislative and Executive branches so that the laws are actually complied with. We also have representation in the councils of rights, networks, forums and social movements.

In 2020, we strongly focused on the defense of inclusive education, through demonstrations in the media opposing Decree No. 10.502, which instituted the new National Special Education Policy. We also filed, in partnership with the Turma do Jiló Association, a petition (*amicus curiae*) in the Supreme Federal Court (STF) for the suspension of the decree. We signed, via Rede-In (a network formed by 17 civil society institutions that fight for inclusion), a note of repudiation of the decree. Also via Rede-In, we have filed a contrary position to the decree with the United Nations Organization (UN), with respect

to the Convention on the Rights of Persons with Disabilities and the Brazilian Inclusion Law (LBI).

PROJECT

Advocates for children and adolescents with intellectual disabilities

Support: CMDCA – Conselho Municipal dos Direitos das Crianças de São Paulo through the FUMCAD – Fundo Municipal dos Direitos da Crianças de São Paulo, linked to the SMDHC - Secretaria Municipal de Direitos Humanos e Cidadania. Project with a duration of 24 months, beginning in March, 2019. We have already assisted 560 people, comprising 440 children and adolescents with intellectual disabilities from 0 to 17 years and 11 months from the city of São Paulo and 120 people from families of children and adolescents with disabilities (training).

PROJECT

Breaking Barriers

*Support: Open Society Foundations
As a result of the Design Thinking workshop promoted by the Centro Local de Inteligência of the Justiça Federal de*

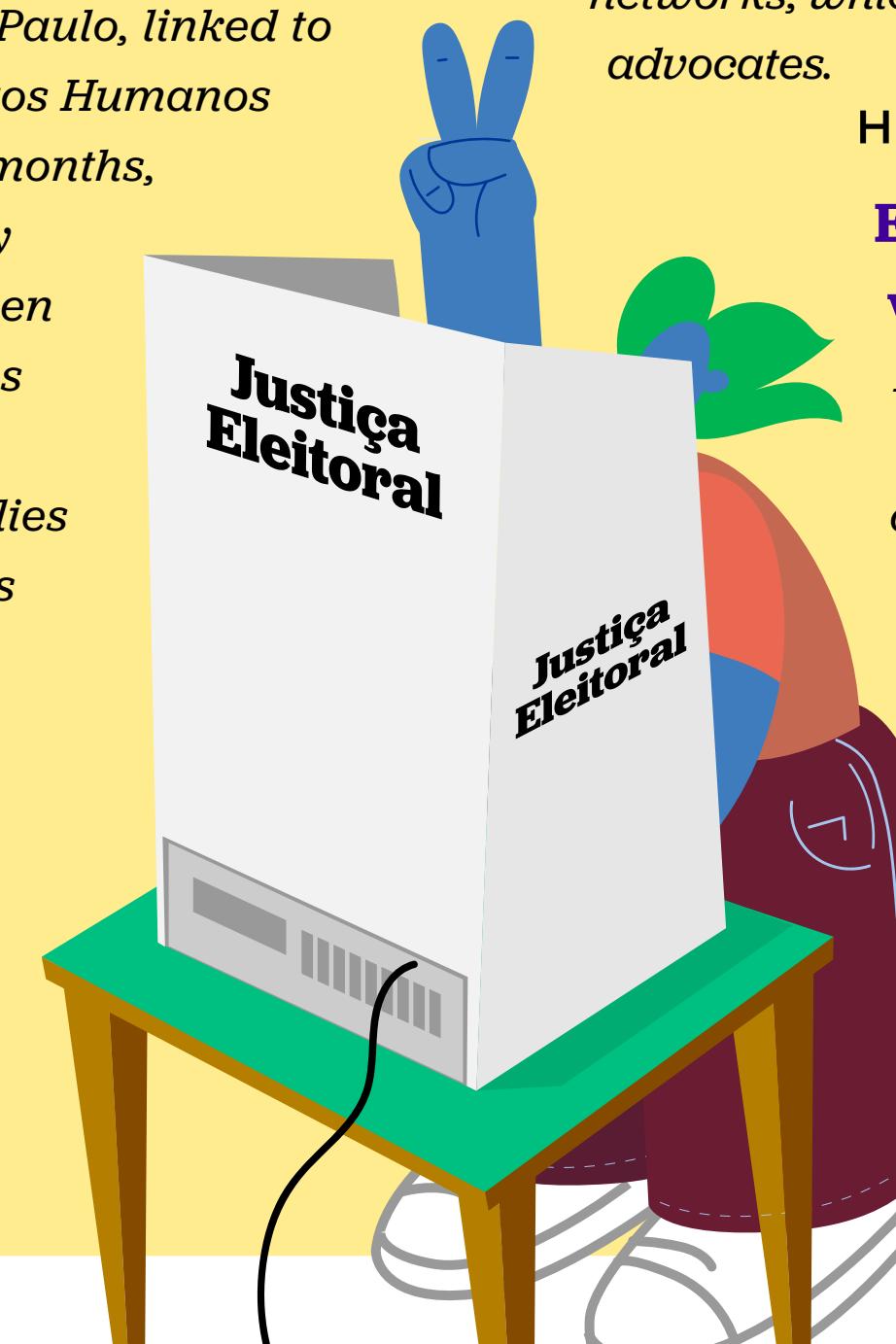
São Paulo in 2019 a technical note was prepared to guide the agency on how to deal with legal capacity in accessing welfare and social security benefits.

In December, to celebrate the International Day of People with Disabilities, we launched the #inclusao campaign on social networks, which included the participation of our self-advocates.

HIGHLIGHT

Elections 2020 – Right of people with intellectual disabilities to vote

In November 2020, in Brazil, municipal elections for the choice of mayors and councilors. In order to ensure the right to vote for people with intellectual disabilities, we prepared a letter, which was signed jointly by the Public Defender's Office of the State of São Paulo, São Paulo Public Ministry and the Brazilian Bar Association.



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Self-Advocacy Program

The true protagonists

Self-advocacy seeks to strengthen the exercise of autonomy and the role of the person with intellectual disability.

The group is made up of people with intellectual disabilities who come together to talk and develop actions to build a more inclusive society. Our intention is that self-advocates can participate in spaces inside and outside the Instituto Jô Clemente, taking the issue of intellectual disability in its transversality to the public agenda.

The self-advocacy meetings that were presencial became remote during the pandemic months. In addition, the self-advocacy youth and adults acted strongly in coping with Covid-19, producing guidance videos and other material about the subject and on the benefits for people with intellectual disabilities, emergency assistance, domestic violence and insertion of the disabled person in the world of work. They were also mediators or invited to on-live events regarding the rights of people with disabilities.



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Self-Advocacy Program

The true protagonists

HIGHLIGHTS

Ambassadors of Youth Program

The project was created in 2016, with the mission of training young people between 18 and 25 years of age to act as multipliers of the Sustainable Development Goals (SDGs) in social and political spaces. Twelve virtual meetings were held and the expectation is that Ana Júlia becomes a multiplier of ideas and attitudes for young people with intellectual disabilities.

Self-Advocates Day

Many self-advocates participated in the “Sim-bora Gente” [Let's go people] Self-Advocates Journey. The idea was to discuss with self-advocates from all over Brazil important issues, such as Covid-19 and all the recommendations of the World Health Organization, exchanging experiences regarding defense actions and guaranteeing the rights of people with intellectual disabilities.

Creation of blog

We highlight the creation of the self-advocacy blog, which aims to disseminate information and

experiences of people with intellectual disabilities. Content with interesting themes was proposed and written by the self-advocates, such as: violence against women, suicide and bullying.
<https://unidospelacausa.blog.br/>

Self-Advocacy Guide

We launched the self-advocacy guide to serve as a reference for other people with intellectual disabilities who want to exercise their voice and their rights.

PROGRAM

Self-Advocacy of Rights

Support: Instituto Helena Florisbal
We strengthen the exercise of autonomy and protagonism of the person with intellectual disability. By the end of the project, which began in 2020, lasting 12 months, 30 people with intellectual disabilities will be attended.



Attention to vulnerabilities

Inclusion is done with social justice

The assistance provided by the Social Legal Service was also adapted due to the pandemic. We started offering support through call centers in most cases. In others, there was face-to-face assistance, respecting the health standards. In this way, we continue to ensure direct service to people with intellectual disabilities and their families, working across the board in all services offered at the Instituto Jô Clemente.

With multidisciplinary action, we aim to promote individual development and quality of life for people supported by the Organization. Our professionals work with an emancipatory and autonomous perspective, seeking social awareness and empowerment of people with intellectual disabilities. We always highlight the condition of legal citizen of these people and the real possibilities of effective participation and full inclusion in society.

Respect and promotion of freedom, dignity, equality and integrity of the human being; values that underlie the Universal Declaration of Human Rights, the Convention on the Rights of Persons with Disabilities, the Brazilian Law of Inclusion (LBI) and the Children and Adolescents Statute,

guide our actions, contributing to the elimination of any forms of violation of rights, violence or prejudice.

In the Social Legal area, we operate on three attendance fronts, which are interconnected:

Legal

Hired lawyers or volunteers provide assistance in order to provide guidance on protection laws, in particular the Brazilian Inclusion Law (LBI), informing the rights established in all areas, in order to emphasize the legal capacity of people with intellectual disability.

Social Service

Our duties are: reception, guidance, interventions, and clarifications about the services offered at the Instituto Jô Clemente, rights and benefits directed to people with disabilities, public policies, social programs, assistance benefits and disclosure of the Brazilian Inclusion Law (LBI).

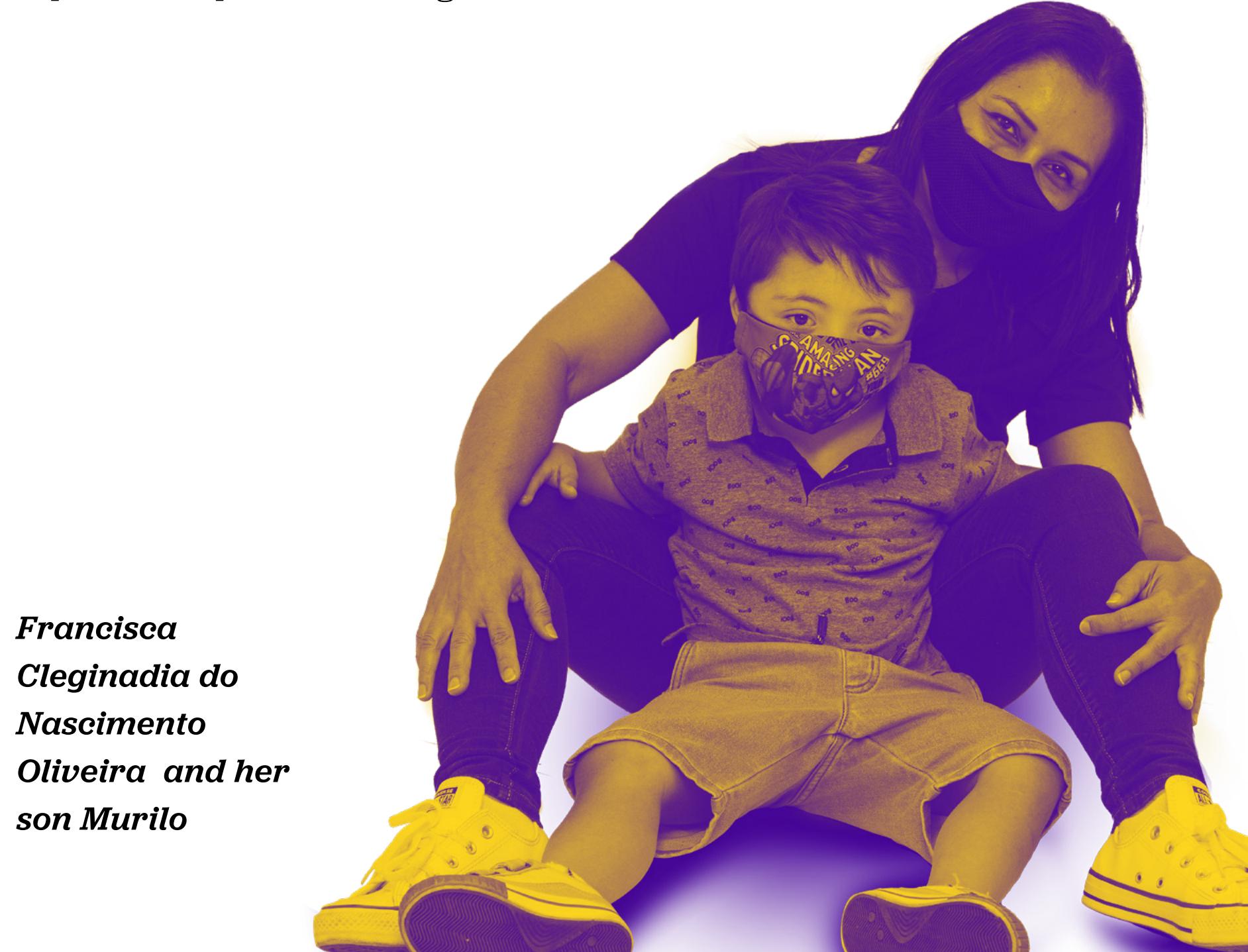
We provide appropriate referrals to both the internal and external network, providing necessary reports and facilitating access of people with intellectual disabilities to benefits, considering the diagnosis of the patient and the social

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vulnerabilities of the family group.

We carry out actions that contribute to the prevention of intellectual disabilities with babies and family members monitored at the Neonatal Screening Service.

Our social workers accompany the screening of children with suspected intellectual disability, referred by the Unified System of Health (SUS), in partnership with our Diagnostic Clinic.



Attention to vulnerabilities

Inclusion is done with social justice

Prevention and Attentiveness to Violence

We started to monitor situations of suspicion or evidence of violence through the Compulsory Notification of Violence. Assistance is provided by a psychologist, with a psychosocial approach, welcoming, qualified listening, identification of the violence in question, assessment of the vulnerabilities involved in the preparation of an action plan, including strengthening of the subject for inclusion into the protection network apparatus. The work takes place with both the internal and external networks to complement, follow-up and monitor the case. We carry out preventive actions with groups of family members and employees of the Organization, in order to awaken perceptions that identify indications of possible violence.

Due to social isolation measures, we noticed an increase in underreporting cases of violence or violation of rights against people with intellectual disabilities. In many cases, face-to-face service is important to facilitate the detection of signs of violence, principally because the majority of cases occur within the family nucleus.

Typology

18%
Bullying

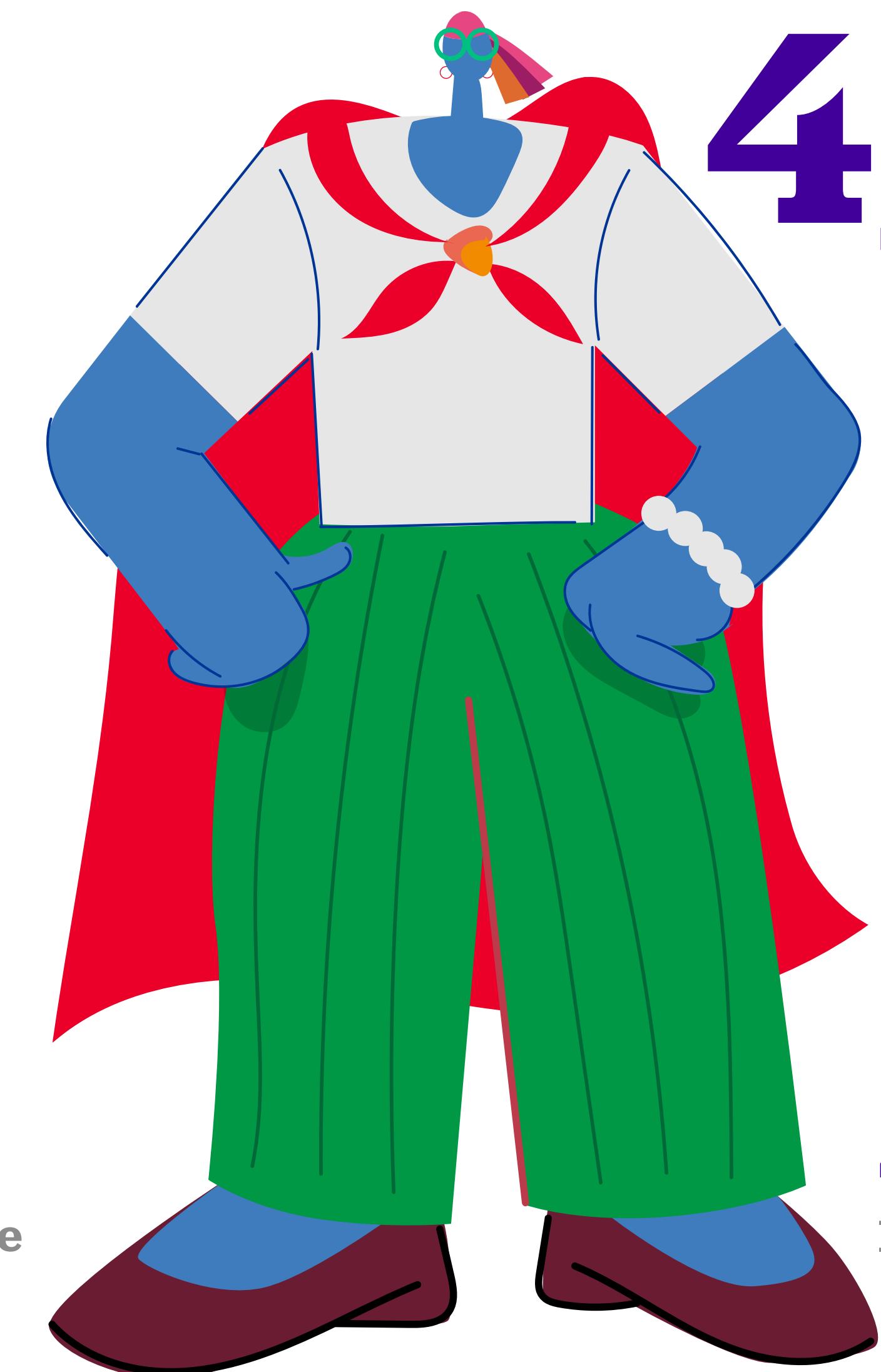
4%
Negligence

44%
Physical Violence

6%
Sexual Violence

44%
Psychological Violence

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4,754

people/families
attended

78
Situations of violence
reported by Instituto Jô
Clemente

Gender
53%
Masculine

47%
Feminine

Social Mobilization

Uniting the partner network

In defense of the rights of people with disabilities, we have, through our Articulation and Mobilization program, the support and partnership of government institutions. Our objectives are to focus on public policies aimed at protecting, promoting and guaranteeing the rights of people with intellectual disabilities; mobilize the actors in the network for the protection and defense of rights to identify and intervene in situations of violence and violation of rights against people with disabilities.

The program acted in institutional representation in commissions: Municipal Commission to Combat Violence, Abuse and Sexual Exploitation against Children and Adolescents (CMESCA) and Brazilian Coalition for the End of Violence against Children and Adolescents; in the dissemination of knowledge in the "Meeting in Commemoration of the International Day of People with Disabilities II" and in the "Cycle of Lectures #ALutaMudaALei in the defense of the person with disabilities".

We also give lectures on disability: "We are different: an invitation to know the differences" in the integrations carried out monthly, for our new employees.

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Furthermore in the dissemination of knowledge, we prepared a newsletter for the professionals of the safety net, who work in the State of São Paulo: Bulletin Todos Pelos Direitos | Nº 9 - May / 2019, entitled "Networking and guaranteeing the rights of people with disabilities" of the Territories and Networks project: preventing violence against people with disabilities, with the holding of a seminar in the city of Guaraguatuba, where 123 professionals from different areas were present.



municipalities mobilized:
Arujá, Franco da Rocha, Ferraz de Vasconcelos, Itapevi, Itapecerica da Serra and São Caetano do Sul

27,406
Professionals trained

PROJECT

Intellectual disability, Citizenship and Prevention of Violence

Support: CONDECA – Conselho Estadual dos Direitos da Crianças de São Paulo through FECAD – Fundo Estadual dos Direitos da Crianças de São Paulo linked to SEDS - Secretaria Estadual de Desenvolvimento Social.

The project lasts 12 months and aims to mobilize and train 138 people from the network of protection and defense of rights to identify and intervene in situations of violence and violation of rights against children and adolescents with intellectual disabilities in 6 municipalities in the Metropolitan Region and Countryside of São Paulo.

Combating violence

Unified, strong and efficient support

In the perspective and scope of action of the State Program for the Prevention and Combat of Violence against People with Disabilities and according to the analysis of data on violence, the expansion of the Technical Support Center of the 1st Police Station for Persons with Disabilities was proposed for cities in the state interior, adopting the existing methodology with a multidisciplinary technical team.



1,733
direct attendances

We provide face-to-face and remote assistance (due to the pandemic) to people with disabilities (physical, hearing, visual, intellectual, deaf/blind, multiple and psychosocial), prepare theoretical material and promote training for the defense and guarantee of rights network.

As an essential service, the Technical Support Center maintained face-to-face assistance during the pandemic. However, to facilitate complaints of violence or violations of rights against people with disabilities, we have implemented remote assistance, via telephone, video platforms and messaging applications.

In addition, we promote virtual meetings, training and practical courses, due to measures of social isolation. We prepare theoretical materials, such as booklets and videos on violence against people with disabilities. Our actions had repercussions in the mainstream press and social networks. With regard to training, we promote the dissemination of knowledge through training meetings with the network to discuss the following topics: "Guarantee of Rights and Prevention of Violence against Disabled People", "Health of People with

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Disabilities: Guidelines and Guarantee of Rights", "Inclusive Education in the Prevention of Violence and Rights Violations" in addition to lectures in bilingual schools; we also provide training for civil police officers entering the Police Academy (ACADEPOL) and the seminar "Autonomy: Nothing about us, without us", in which experts were invited to discuss topics such as empowerment of women with disabilities, and self-advocacy, among others.

1,147

people with
disabilities

150

referrals of cases
to the network
of defense and
guarantee of rights

Online Training in 2020

LIVE

- "Violence against people with disabilities"
- "Violence against people with disabilities: data and public policies"
- "Accessible communication and guarantee of rights"
- "Humanized assistance in cases of violence against people with disabilities"

WEBINAR

- "Discrimination is a crime! Come and discuss"

38,209 people reached

**22. Center for Education, Research and Innovation (CEPI)**

The generation and dissemination of knowledge about intellectual disability is one of the pillars of the Instituto Jô Clemente, functions that govern the Center for Education, Research and Innovation (CEPI).

Moved by science

Sharing our expertise

Operating for 45 years, CEPI contributes to the process of scientific and educational development of topics related to intellectual disability and also to rare diseases.

Science is an important ally in the definition of good practices and in the construction of new methodologies, techniques and tools that are applied in products and services aimed at improving the population's quality of life.

Research and Development

The planning, structuring and conduction of scientific studies is focused on the biological, clinical and behavioral aspects of people with intellectual disabilities and people with rare diseases.

We carry out projects on the initiative of CEPI itself or through partnerships with universities, supporting research work from the academic world.

We started five research projects and finished ten works. We highlight the following projects that will collaborate with the improvement of services:

Education

One of the important axes in the dissemination of knowledge is the training, updating and impro-

vement of professionals working in Health, Education and Social Work.

Due to the pandemic, we implemented the Distance Learning System (EAD), respecting the guidelines of health authorities.

We finished the first class of the lato sensu postgraduate course in Mental Health and Psychopathology in Childhood and Adolescence, certified by the Universidade do Planalto Catarinense.

We launched five online courses for multidisciplinary technical improvement, aiming at the optimization and systematization of specialized processes and services in the provision of care to the adult and elderly population with intellectual disabilities:

- clinical aspects of adults and elderly people with intellectual disabilities;
- functional capacity of adults and elderly people with intellectual disabilities;
- highlights and advances in legislation for adults and elderly people with intellectual disabilities;
- multidisciplinary team and its practice in

22. Center for Education, Research and Innovation (CEPI)

caring for adults and elderly people with intellectual disabilities;

- family relationships in the context of the aging person with intellectual disability.



courses realized

Moved by science

Sharing our expertise

Revista DI

The only technical-scientific journal focused on intellectual disability, Revista DI published two editions in 2020, reaching number 18, with articles related to the childhood and adolescence of people with intellectual disabilities and news in genetics.



Jornada Científica

The V Jornada Científica, held in December, aimed to share the scientific work carried out during the year by researchers for the scientific community, technicians and research participants. The event was attended by six researchers who presented their research and respective results:

- Kamila Santos Ressurreição – Down syndrome: anthropometric profile and physical fitness in aging;
- Mirela Costa de Miranda – Analysis of the cost-effectiveness of Neonatal Screening for Congenital Adrenal Hyperplasia: comparison of two populations diagnosed with and without neonatal screening;
- Leonardo Santos – Violence against people with disabilities
- Bárbara Cristina dos Santos Carneiro – Recreating the audio description script for people with intellectual disabilities;
- Luiz Renato Rodrigues Carreiro – Inventory

development to track cognitive impairment in children aged 6 to 11 years: operational definition of the variable and preparation of items;

- Orestes Vicente Forlenza – Biomarkers of cell aging and Alzheimer's disease in adult and elderly individuals with Down syndrome.

PROJECT

Aging and Intellectual Disability Project

Support: CEI – Conselho Estadual do Idoso de São Paulo through the FEI – Fundo Estadual do Idoso de São Paulo, linked to the SEDS - Secretaria Estadual de Desenvolvimento Social.

The completion of this project resulted in the training of professionals from the social assistance network, with the aim of furthering reflections on the theoretical frameworks, disseminating concepts and methods that promote differentiated service, ensuring a better quality of life for people with intellectual disabilities and their families.

Between 2019 and 2020, the training course benefited 200 professionals and 200 lay people from the municipality of São Paulo and the Consórcio Intermunicipal of the ABC.

22. Center for Education, Research and Innovation (CEPI)

Moved by science

Sharing our expertise

Forum

We held the Specialized Educational Service (AEE) Improvement Forum in the Perspective of Inclusion.

Due to the pandemic, it was an online event that included 12 papers submitted and 382 participants. The importance of this event is due to the lack of knowledge about good practices for inclusive education in public schools in the states of São Paulo and Rio de Janeiro, during school hours after the interruption of the face-to-face classes following the social isolation imposed by pandemic.

Research ethics committee

CEP-IJC is a collegiate body, of a technical-scientific nature, constituted under the terms of Resolution No. 466/2012, of the National Health Council, regulated by Operational Norm 001/2013.

Its role is to regulate, analyze and monitor the conduct of research involving human beings, within the scope of the organization, in terms of the current solutions for such research.

The deliberative meetings take place monthly and the group is composed of professionals from the areas of Health, Social Sciences, Exact and Hu-

manities, as well as representatives of users (public that represents the beneficiaries of the research).

Although CEP-IJC has independence of action, it is linked to the National Council for Ethics in Research (CONEP).

Due to the pandemic, we work to disseminate knowledge through lives and webinars. There were a total of 24 online events throughout the year:

Held in partnership with the Support Center to the Police Station for Persons with Disabilities:

06/22 Service network and public policy

06/24 Violence against children and adolescents

29/06 Childhood, Autonomy and Rights

01/07 Inclusive Education, Bullying and Prejudice

08/18 Violence against people with disabilities: public data and policies

09/19 Accessible communication and guarantee of rights

Held in partnership with the OAB-SP Commission on the Rights of People with Disabilities, the Campinas Subsection Rights for People with Disabilities Commission and the Indaiatuba Subsection Rights Committee on the Rights of People with Disabilities:

07/29 Webinar: Supported decision making and civil capacity of the person with disabilities

Conducted in partnership with the IJC Advocacy sector:

05/14 #Agoraopapoeno - Ask your questions with a

geneticist

05/27 #Agoraopapoeno - Violence against people with disabilities

06/03 #Agoraopapoeno - Social work and rights of people with disabilities

06/10 #Agoraopapoeno - Professional inclusion in the judiciary

07/17 #Agoraopapoeno - Mothers' experience with intellectual disability

03/09 Webinar: Inclusive Education and the Challenges in Times of Pandemic

Held in partnership with the Neonatal Screening Reference Service:

06/06 Lilac June: The Importance of the Heel prick Test and about the exam in the Corona Virus pandemic

Conducted at the initiative of CEPI:

18/08 Aged, what now?

08/25 Health and aging in intellectual disability

01/09 Call center: challenges in times of pandemic

02/09 The new normal and the Quota Law for people with disabilities: the present and the future of inclusion in Brazil

08/09 Care in aging

09/15 Falls in aging, a matter of prevention

22/09 Ways to live

09/29 Nutritional aspects and movement

06/10 Gerontotechnology: solutions for successful aging

13/10 Social isolation, losses and mourning in the pandemic

6

technical-scientific
publications

10

studies completed

Moved by science

Sharing our expertise

Studies completed

Comparative analysis of the hemoglobin profile between collections at different ages in premature children

Instituto Jô Clemente - Laboratory

Protocol for multidisciplinary diagnostic evaluation of the outpatient clinic for the diagnosis of intellectual disabilities at Apae in São Paulo

Universidade de São Paulo (USP)

Professional inclusion and social interaction of people with intellectual disabilities

Instituto Jô Clemente - Diagnostic outpatient clinic

Effects of the mindfulness-based health promotion program (PSBM) on the quality of life of family members of people with intellectual disabilities

Universidade Federal de São Paulo (UNIFESP)

Investigation of the intestinal habits of children, young people and adults with Down syndrome and proposal for intervention through a physical therapy protocol in early childhood

Faculdade de Medicina da USP (FMUSP) Universidade Presbiteriana Mackenzie

Quality of life in people with intellectual disabilities: the individual's perception

Instituto Jô Clemente - Diagnostic outpatient clinic

Implementation of the single disability assessment and valuation model: an analysis of the functionality index validation process

Universidade de Brasília

Ketogenic diet as an adjunctive treatment of difficult to control epilepsies in childhood and adolescence: impact on inflammatory markers and free carnitine

Universidade Federal de São Paulo (UNIFESP)

22. Center for Education, Research and Innovation (CEPI)

- 23. Human Resources Management
- 24. Financial Management
- 25. Revenues
- 26. Audit
- 27. Balance sheets

A solid institution is built by employees and good Administration.



Management

Employees

Each doing their part

Working for such a relevant cause is not an easy task; it requires commitment and determination, which is why we have a team of 429 qualified professionals focused on fulfilling our objectives.

With the pandemic, we faced challenges and our human capital was even more in evidence. We reinvented ourselves and developed new models and protocols, taking into account our new reality and guaranteeing the Organization's sustainability and longevity, which brought us even closer to our cause and our values.

Principais ações

- Creation of People Management and Crisis committees to support decision making;
- Adherence to decrees and regulations established by the government to ensure employability;
- Restructuring of services and teams;
- Implementation of the home office work model for areas with compatible activities;
- Emotional support partnership for employees, working on the moment of mourning and emotional shock of the pandemic, in addition to an emotional support program for the entire team of managers to prepare them to strengthen their teams;
- Work on Occupational Safety and Marketing in raising awareness.

7h40

Hours of training
per employee (average)

Gender

74%	26%
Female	Male

Educational level

72

Ph.D, Ms.C,
Post-graduate

146

Higher

37

Fundamental

24.8%

Turnover

1.97%

Absenteeism

Faixa Etária

1%

18 - 19 yrs

15%

20 - 29 yrs

36%

30 - 39 yrs

30%

40 - 49 yrs

14%

50 - 59 yrs

3%

60 - 69 yrs

1%

70 - 79 yrs

- 23. Human Resources Management**
- 24. Financial Management
- 25. Revenues
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Volunteers

Collaboration to make the difference

We recognize the importance of the voluntary work by people who make a difference in our daily lives.

Established in 1970, at the initiative of our founder Jô Clemente, the Volunteer Institute of Jô Clemente is an area of support and aid for our services. With dedication and team spirit, volunteers contribute to improving the quality of life among people with intellectual disabilities, which strengthens our role in society.

Our activities

The volunteers develop handmade items to be sold at two major events, the Mother's Day Bazaar and the Christmas Bazaar, in addition to the production of gifts and presents for individuals and companies by order. All income is donated to our projects.

History of the volunteers

The experience of our volunteers is considered to be historical and cultural heritage of the Instituto Jô Clemente and is directly linked to our values. The stories and experiences of the volunteers are shared through internal communication tools throughout our Organization.

Given the social isolation regulations, a large number of the volunteers collaborate with our cause from a distance. Furthermore we count on an immense contribution in the production of ten

thousand protective face masks, which were distributed to our teams during the gradual return of our services.



PARTNERSHIP:

Atados

Atados is a social platform that connects people and organizations. An important partner to advertise our employment and volunteering vacancies.

Resource Mobilization

Good partners for a cause

To support the financial sustainability of our operations, at the Instituto Jô Clemente we have the Resource Mobilization area, which in this period of social isolation, played a key role in adopting strategies to minimize the impacts of the crisis caused by the pandemic, and in the Organization's relationship with the most diverse audiences, aiming to expand partnerships with the private sector and civil society, in order to collect financial resources, inputs, services, basic food baskets for families served and PPE for our employees, in addition to other resources. We are also dedicated to finding more godparents, reinforcing the campaigns of Padrinho Amigo and Padrinho da Cesta Especial, for the benefit of people with intellectual disabilities.

To this end, the area focuses on seeking partnerships for projects encouraged by the Municipal Council for the Rights of Children and Adolescents (CMDCA), the State Council for the Rights of Children and Adolescents (CONDECA) and the State Council for the Elderly (CEI) through resource contributions via the Tax Incentive Law (IRPJ and IRPF), among other fronts.

Funding sources

We make the Partner Company seal available to companies that contribute by allocating financial resources, providing services, carrying out sales campaigns and direct investment in non-incentive projects. According to the value of the investment, the Partner Company seal can be used in promotional and corporate materials, products or websites. Some possibilities of actions in partnership with companies involve direct support to projects and marketing related to the cause.

Business partners

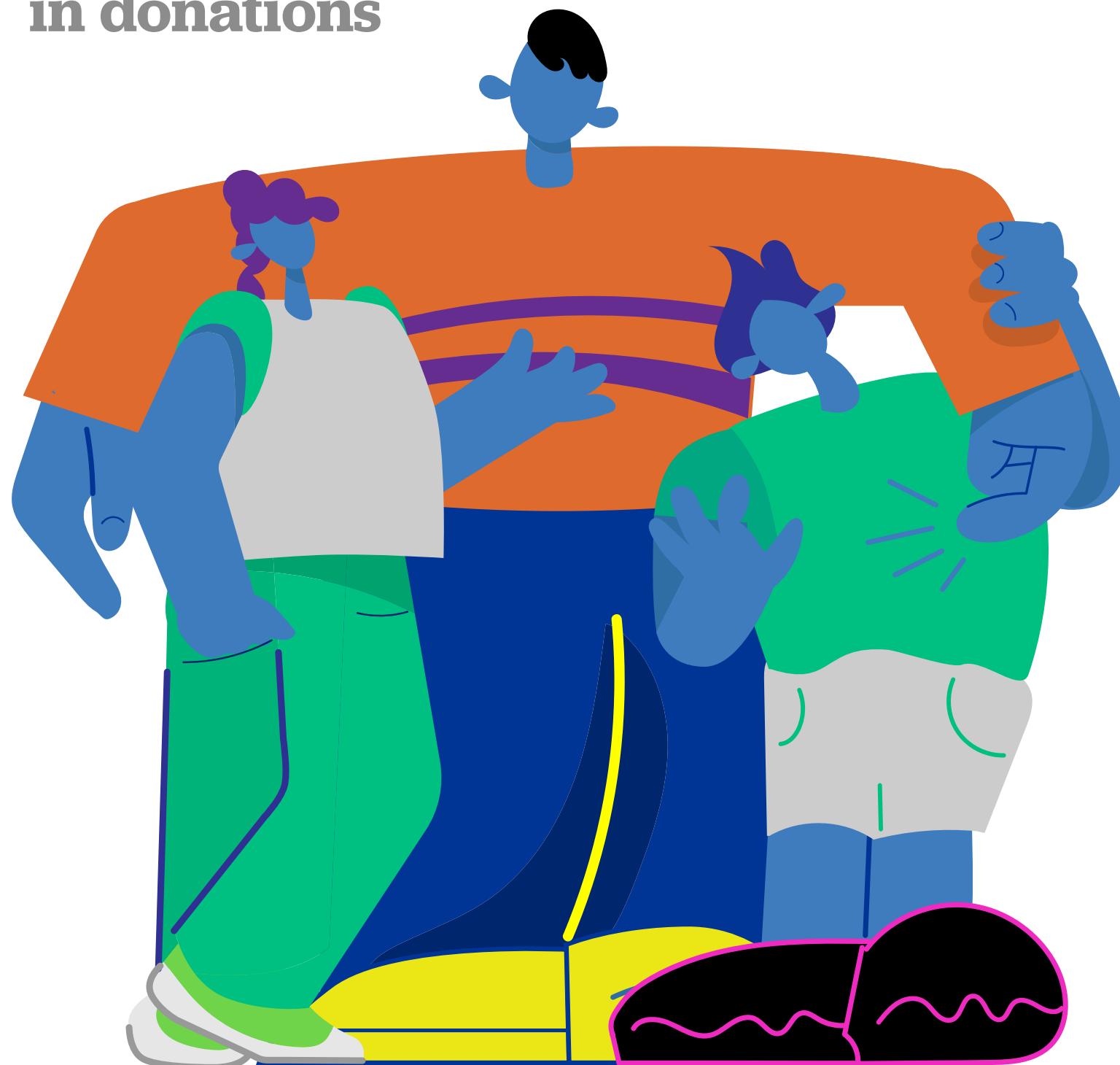
Cause-related marketing is when the company performs a social responsibility action and returns its sales to the Instituto Jô Clemente. For actions with donations starting at R\$ 50 thousand per year, the company is certified with the Empresa Parceira seal for disclosure in its products and communication materials

R\$ 536,976
in partnerships

Donations from contributors

These are private individuals and legal entities that sympathize with the work we do at the Instituto Jô Clemente and are committed to contributing regularly.

R\$ 1,173,275
in donations



Mobilization of Resources

Good partnerships for a cause

Nota Fiscal Paulista

R\$ **602,692**
in partnerships

With the system developed by the Secretariat of Finance to make donations through the application of the Nota Fiscal Paulista [São Paulo Invoices], private individuals can donate their receipts and even compete for the draws of monthly cash prizes. We also maintain partnerships with establishments that offer their location to collect receipts from companies.

Donations to the Bazaar

R\$ **258,473**
in partnerships

This consists of a permanent fundraising front to which companies and individuals can contribute with donations of clothes, toys, furniture, household appliances, utensils and

products - new, used in good condition or with minor defects - which are destined for sale in the permanent bazaar of the Instituto Jô Clemente at very affordable prices, mainly benefiting people with intellectual disabilities and their families. In addition, we hold special bazaars with partner companies.

Donations of products and services

R\$ **595,285**
in partnerships

It is a means of fundraising, in the form of raw materials, products or services provided, which aims to reduce expenses and investments necessary to maintain our services and projects



Parliamentary Amendments

We diversified the resource mobilization line through the indication of parliamentary amendments. The resources from these funds make it possible to fi-

nance our operations, in addition to bringing parliamentarians closer to the causes and fundamental themes for our development as an Organization.

The 2020 partners are listed below:

Senadora Mara Gabrilli

Senador Major Olímpio in memoriam

Deputada Federal Adriana Ventura

Deputada Federal Carla Zambelli

Deputada Federal Joice Hasselman

Deputada Federal Maria Rosas

Deputada Federal Policial Katia Sastre

Deputado Federal Capitão Derrite

Deputado Federal Gilberto Nascimento

Deputado Federal Luiz Carlos Motta

Deputado Federal Tiririca

Deputado Federal Vinicius Poit

Deputada Estadual Edna Macedo

Deputado Estadual Adalberto Freitas

Deputado Estadual Douglas Garcia

Deputado Estadual Gilmaci Santos

Deputado Estadual Marcio Nakashima

Deputado Federal Pr. Marco Feliciano

Deputado Federal Flávio Gomes in memoriam

PROJECT

Modernization and Accessibility of Elevators

Support: Fundação Beneficente Eliass Gliksmans
 We are modernizing and improving the accessibility of both elevators of the Organization, in order to offer improved movement, quality and safety of those people attended.

23. Human Resources Management
24. Financial Management
- 25. Revenues**
26. Audit
27. Balance sheets

Relevant numbers

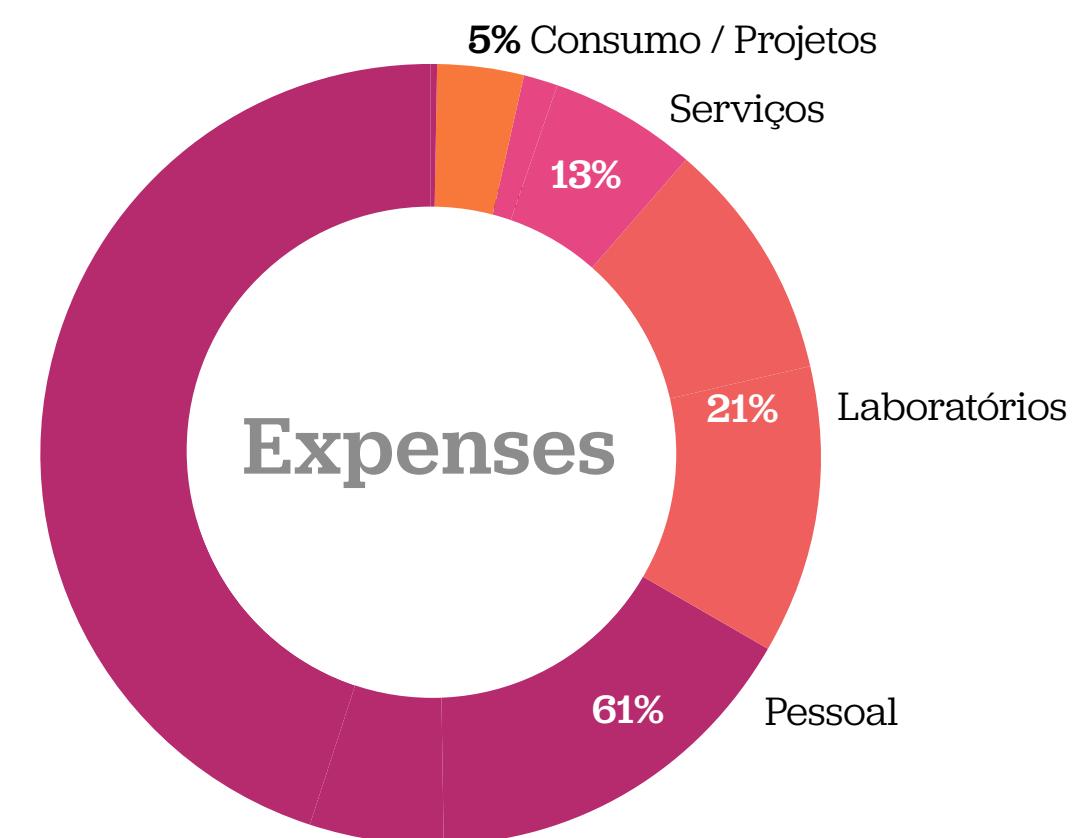
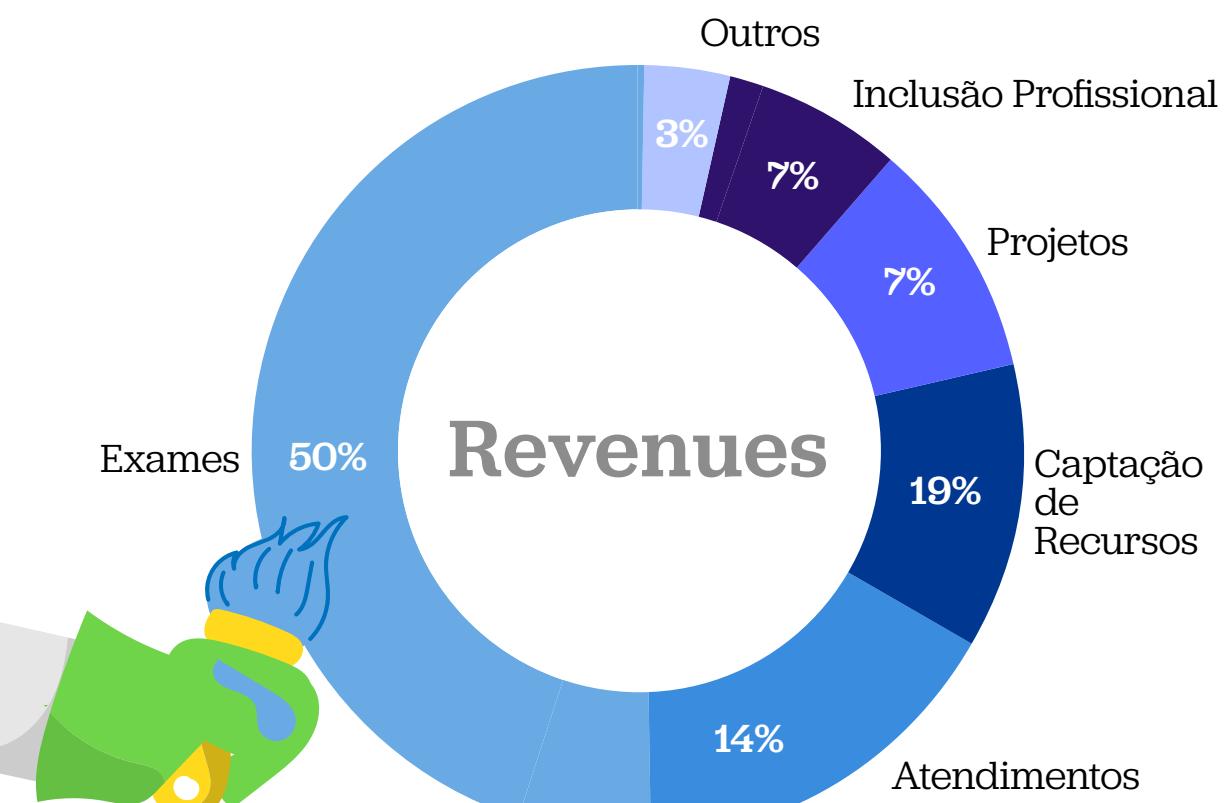
Impact of the pandemic

Improving operational and financial efficiency has always been and will be a challenge for companies, especially in Third Sector Organizations, but what to do when the world changes without warning and without any precedent in global history? This was undoubtedly the situation resulting from the Covid-19 crisis. From one day to the next, the pandemic made us obliged to face a new reality.

Our operations were strongly impacted and direct service activities were suspended or reduced, diminishing the inflow of revenue. However, we knew that it was essential that we mobilize ourselves to optimize the resources that were available and, thus, continue with our purpose in the name of the cause of intellectual disability.

Thus, in the midst of the pandemic, assessing the Organization's needs, managing processes, ensuring the quality of care and managing the teams were intensified concerns.

Through the adoption of efficient management and solutions that sought to optimize processes and reduce costs, without detriment to the quality of the services provided to society, we managed the impacts and maintained financial self-sufficiency of the Institution.



R\$ **42,500,000**
Annual revenue

R\$ **41,700,000**
Annual expenses

R\$ **800,000**
Annual result

It is with responsibility that we aim to increasingly expand the social impact of our activities, offering complete and quality care to people with intellectual disabilities and their families.

Auditors' responsibility for auditing the financial statements

Opinion

We have examined the financial statements of the Associação de Pais e Amigos dos Expcionais de São Paulo - Instituto Jô Clemente (formerly known as Apae de São Paulo) or ("Entity"), which comprise the balance sheet as of December 31, 2020, and the respective statements of income, comprehensive income, changes in equity and cash flows for the year ended on that date, as well as a summary of the main accounting practices and other explanatory notes.

In our opinion, the aforementioned financial statements adequately present, in all material respects, the equity and financial position of the Associação de Pais e Amigos dos Expcionais de São Paulo - Instituto Jô Clemente (formerly Apae de São Paulo) on December 31 December 2020, the performance of its operations and cash flows for the year ended on that date, in accordance with accounting practices adopted in Brazil.

Basis for opinion

Our audit was conducted in accordance with the Brazilian and international auditing standards. Our responsibilities, in accordance with these

standards, are described in the following section entitled "Auditor's responsibilities for auditing the financial statements". We are independent in relation to the Entity, in accordance with the relevant ethical principles set out in the Accountant's Code of Professional Ethics and in the professional standards issued by the Federal Accounting Council (CFC), and we comply with other ethical responsibilities in accordance with these standards. We believe that the audit evidence obtained is sufficient and appropriate to support our opinion.

Management and governance responsibilities for financial statements

Management is responsible for the preparation and adequate presentation of the financial statements in accordance with accounting practices adopted in Brazil and for the internal controls that it has determined to be necessary to allow the preparation of financial statements free of material misstatement, regardless of whether caused by fraud or error.

In the preparation of the financial statements, Management is responsible for assessing the En-

tity's ability to continue operating, disclosing, when applicable, the matters related to its operational continuity and the use of this accounting basis in the preparation of the financial statements, unless the Administration intends to liquidate the Entity or cease its operations, or has no realistic alternative to avoid the closure of operations.

Those responsible for the governance of the Entity are those responsible for supervising the process of preparing the financial statements.

Responsabilidade do auditor pela auditoria das demonstrações contábeis

Our objectives are to obtain reasonable assurance that the financial statements, taken as a whole, are free from material misstatement, regardless of whether they are caused by fraud or error, and to issue an audit report containing our opinion. Reasonable security is a high level of security, but not a guarantee that the audit carried out in accordance with Brazilian and international auditing standards will always detect any relevant existing distortions. The distortions can be due to fraud or error and are considered relevant when,

Auditors' responsibility for auditing the financial statements

individually or jointly, they can influence, within a reasonable perspective, the economic decisions of users made based on the aforementioned financial statements.

As part of the audit carried out in accordance with Brazilian and international auditing standards, we exercise professional judgment and maintain professional skepticism throughout the audit. Furthermore: We identify and assess the risks of material misstatement in the financial statements, regardless of whether they are caused by fraud or error; we plan and perform audit procedures in response to such risks, as well as obtain appropriate and sufficient audit evidence to support our opinion. The risk of not detecting relevant misstatement resulting from fraud is greater than that arising from error, since fraud may involve the act of circumventing internal controls, collusion, forgery, omission or intentional false representations;

- We gain an understanding of relevant internal controls for the audit to plan audit procedures appropriate to the circumstances, but not for the purpose of expressing an opinion on the

effectiveness of the Company's internal controls;

- We assessed the adequacy of the accounting policies used and the reasonableness of the accounting estimates and the respective disclosures made by Management;
- We conclude on the adequacy of the use, by Management, of the accounting basis for operational continuity and, based on the audit evidence obtained, if there is a relevant uncertainty in relation to events or conditions that may raise significant doubts regarding the capacity operational continuity of the Company. If we conclude that there is material uncertainty, we must draw attention in our audit report to the respective disclosures in the financial statements or include changes in our opinion, if the disclosures are inadequate. Our conclusions are based on the audit evidence obtained up to the date of our report. However, future events or conditions may cause the Company to no longer remain in business continuity;
- We evaluate the general presentation, structure and content of the financial statements, inclu-

ding the disclosures and whether the financial statements represent the corresponding transactions and events in a manner compatible with the objective of proper presentation.

We communicate with those charged with governance regarding, among other aspects, the planned scope, the time of the audit and the significant audit findings, including any significant deficiencies in internal controls that we identified during our work.

São Paulo, 05 March 2021.

Our assets

ASSOCIAÇÃO DE PAIS E AMIGOS DOS EXCEPCIONAIS DE SÃO PAULO — INSTITUTO JÔ CLEMENTE
 (Previously known as Apae de São Paulo)

Balance sheets

As of 31 December, 2020 and 2019

(in millions of Brazilian Reals)

Assets	#			Liabilities and equity			
		Note	2020	2019	Note	2020	2019
Circulating					Circulating		
Cash and cash equivalents	4	1,046	2,167		Suppliers	9	4,056
Linked resources	4	6,121	3,610		Labor obligations	8	3,135
Asset Fund Resources	4	7,758			Obligations with projects	12,2	4,885
Accounts receivable	5	6,763	6,690				7,289
Stocks	-	1,95	4,1170				
Other accounts receivable	-	617	2,464				
Reimbursement of projects	-	1,477	4,339				
		25,736	20,440				
Non circulating					Non-circulating		
Judicial deposits	-	27	30		Provision for legal claims	10	-
Properties for sale	6,1	70	70			-	51
Properties for investment	6	1,466	1,515				
Immobilized	7	7,738	5,541		Net worth	11	
Intangible	-	294	261		Social equity	-	12,879
		9,594	7,417		Revaluation reserve	-	1,379
Total assets		35,330	27,857		Surplus for the year	-	1,574
							8,996
							515
							23,254
							14,453
					Total liabilities and shareholders' equity	35,330	27,857

The explanatory notes of the Management are an integral part of the financial statements,



Over the years, we have conquered fundamental partnerships for our operation, which allows us to exceed the limits of our central unit and decentralize our services.

corporative information

Managers

Lifelong Counselors

Alda Moreira Estrázulas (in memoriam)
Antônio dos Santos Clemente Filho (in memoriam)
Emirene da Costa Moniz (in memoriam)
Fernando Silva Telles
Gilberto Penteado da Silva Telles (in memoriam)
Hermógenes Troyano
Jô Clemente
João Leondarides
Joaquim Burin (in memoriam)
Lauro Costa (in memoriam)
Oscar César Leite (in memoriam)
Seme Gabriel (in memoriam)
Vera Dias Toledo Vicente de Azevedo (in memoriam)

Fiscal Council

Cristiano Frederico Ruschmann
Daniel Souza Campos Miziara
Nelson Bechara Filho

Administrative Council

President:
Cássio dos Santos Clemente
Vice-president:
Eduardo Camasmie Gabriel
Secretary:
Claudio Pacheco do Amaral

Counselors

André Luiz Litmanowicz
Camila Pimentel Porto
Clóvis Ermírio de Moraes Scripilliti
Flávio Fantini Clemente
Felipe Clemente Santos
Hugo Antônio Jordão Bethlem
Leo Braga Furness Filho
Luiz Vicente Barros Mattos Junior
Michel Fábio Brull
Paulo Dirceu Pestana Junior
Rafael Salomão Miranda Ribeiro
Raul Manuel Alves
Roberta Amaral Ferraz Alvim Di Pace
Silvana Regina Elias Loporace
William Eid Junior

Management

Scientific Council of the Education, Research and Innovation Center

President:

Roberta Monterazzo Cysneiros

Honary President:

Willy Beçak

Counselors

Andréa de Cerqueira Lima Ribeiro

Antonio Augusto dos Santos Soares

Antônio Macedo Junior

Carlos Monero

Celso Lafer

Milton Gorzoni

Mina Regen

Mónica Alexandra Cortés Avilés

Roberta Monterazzo Cysneiros

Eosângela Gavioli Prieto

Silvana Maria Blascovi de Assis

Yotti Fujiwara

Willy Beçak

Honorary President

Jô Clemente

Executive Group

General Superintendent:

Daniela Machado Mendes

Financial Administrative Manager:

Hailton Oliveira Mendes Junior

Institutional Development Manager:

Isa Degaspari

Education, Research and Innovation Manager:

Edward Yang

Ambassadors

Ana Escobar

Maria Cândida

Godfather of Volunteers

Roberto Shinyashiki

Public Entities

Ministério da Mulher, da Família e dos Direitos Humanos

Ministério da Saúde

Secretaria Nacional de Promoção e Defesa dos Direitos da Pessoa Idosa



Investing Partners



Oronite



International Partners



Legal entities

A7 SERVIÇOS DE LIMPEZA E COMÉRCIO LTDA	BAUDUCCO
AÇOUGUE BOI JOÃO DIAS	BAYARD ESPORTES
ADM CORPORATE	BAZAR SOLIDÁRIO
ADOBE SYSTEMS BRASIL	BELCORP
ALICANTE COMERCIO IMPORTAÇÃO EXP LTDA	BEN & JERRY'S
ALLIANCE	BIC
ALPARGATAS S/A	BIOLAB SANUS FARMACÊUTICA LTDA
AMARAL PIZZARIA LTDA	BLOG MÃE DE MENINAS
AMAZON	BNY MELLON SERVIÇOS FINANCEIROS
AMBIPAR PARTICIPAÇÕES E EMPREENDIMENTOS S/A	BRAHMA KUMARIS
ANY ANY	BSK CONTABILIDADE
ARION INOVAÇÃO E INTELIGÊNCIA LTDA	BUNZL EQUIPAMENTOS DE PROTEÇÃO INDIVIDUAL
AROSUCO AROMAS E SUCOS LTDA - AMBEV	CANVAS CAPITAL
ARTSANA BRASIL	CARDPAY
ARX INVESTIMENTOS	CASA DE CARNES NOVA PARISIENE
ASID — AÇÃO SOCIAL PARA IGUALDADE DAS DIFERENÇAS	CASA SANTA GEMMA
ASSAÍ ATACADISTA	CASA SANTA LUZIA IMPORTADORA LTDA
ASTRAZENECA S/A	CAVALERA
AUTO POSTO CUMBICA LTDA	CELSO LIMA JÚNIOR ADVOGADOS E CONSULTORES LEGAIS
AUTO POSTO PRIMAVERA LTDA	CENTRAL DE CARNES SANTA CATARINA
BAIN & COMPANY	CHARISMA (BI)
BANCO BRADESCO S/A	CHEMISTRY
BANCO ITAÚ S/A	CHEVRON ORONITE
BANCO SAFRA S/A	CHILLI BEANS
BANCO SOFISA / SATA SOCIEDADE	COLÉGIO DANTE ALIGHIERI
BANCO VOTORANTIM S/A	COLGATE PALMOLIVE

Legal entities

COMERCIAL DE ALIMENTOS IPANEMA FOODS EIRELI
 CONNECT PLANETA
 CONSIGAZ
 CORAX
 CRUZ VERMELHA
 CSU CARDSYSTEM
 CURAPROX
 DARLING CONFECÇÕES LTDA
 DEAL WAY COMÉRCIO E PROMOÇÃO DE VENDAS LTDA
 DECA
 DÍDIO PIZZAS
 DINÂMICA COM E REMANUF DE BOMBAS ELÉTRICAS LTDA
 EATON LTDA
 ECHO'S STUDIO
 ECTE — EMPRESA TRANS ENERGIA CATARINENSE
 ELÁSTICA DESIGN
 EMI — ESTÉTICA E MEDICINA INTERATIVA LTDA
 EMPATIA CRIATIVA
 ENGAS S/A ADM BENS COR SEGUROS
 ENTE - EMPRESA TRANS ENERGIA DO NORTE
 ESTEVES CIA LTDA
 ETEP — EMPRESA DE TRANS ENERGIA PARANAENSE
 EUROFARMA
 FACULDADE INTEGRAL CANTAREIRA
 FAGRON DO BRASIL FARMACÊUTICA LTDA

FAMÍLIA NO PARQUE
 FORMATO COMUNICAÇÃO VISUAL
 FÓRMULA ATIVA
 FUNDAÇÃO BENEFICENTE ELIJASS GLIKSMANIS
 FUNDAÇÃO CSN
 FUNDAÇÃO MAPFRE
 FUNDAÇÃO OFTALMOLÓGICA RUBEM CUNHA
 FUNDAÇÃO PRADA
 FUNDO SOCIAL DE SOLIDARIEDADE
 G+T DIGITAL AD AGENCY
 GAIA SILVA GAEDE ADVOGADOS E INSTITUTO STOP HUNGER
 GASBALL DISTRIBUIDORA DE GÁS LTDA
 GELSON FERRAREZE SOCIEDADE DE ADVOGADOS
 GERMINAL EDITORA E MARKETING
 GOL LINHAS AÉREAS
 GOOGLE
 GRUPO DE TRABALHO ENGAJAMENTO SOCIAL E DO CONSELHO DE FAMÍLIA – VOTORANTIM
 GRUPO FAGRON
 HASBRO
 HORAS DA VIDA
 IBOPE
 IMPRENSA OFICIAL
 IND ARTEB S/A
 INSTITUTO ALANA
 INSTITUTO ARREDONDAR

Legal entities

INSTITUTO BRASIL ECOWORLD

INSTITUTO GENTE

INSTITUTO HELENA FLORISBAL

INSTITUTO SOLVI

INSTITUTO STOP HUNGER

INSTITUTO VOTORANTIM

INSTITUTO WALMART

KLABIN

KSL ASSOCIADOS S/C LTDA

KZ INTELIGÊNCIA EM COMUNICAÇÃO

LEBEL

LG

LIBBS FARMACÊUTICA

LIVELO S.A.

M. CARDOSO AUTO PARTS IMP E EXP LTDA

MACÉA CERÂMICA TÉCNICA LTDA

MAMÃE PAULISTA

MATCH FACTS S/C LTDA

MATCHPOINT GESTÃO IMOBILIÁRIA

MATTOS FILHO, VEIGA FILHO, MARREY JUNIOR E QUIROGA ADVOGADOS

MAYEKAWA DO BRASIL EQUIPAMENTOS INDUSTRIAS

MBIOLOG

MEKA MONTAGENS INDUSTRIAS LTDA

MELHORAMENTOS CMPC LTDA

MERCADÃO DE CARNES NOVILHÃO

MINA CULTURAL

MIZIARA ADVOGADOS

MOREIRA DE CAMPOS ANDRADE ADVOGADOS ASSOCIADOS

MOTOROLA

MULTIPARK ESTACIONAMENTOS

MULTIPLUS

MW DISTRIBUIDORA DE MEDICAMENTOS EIRELI

N FERREIRA PUBLICIDADE LTDA

NASA LABORATÓRIO

NERY SOCIEDADE DE ADVOGADOS

NGO ASSOC CORRET CÂMBIO LTDA

NICAJE — ADMINITRACAO E LOCACAO, COMPRA E VENDA DE BENS IMOVEIS PROPRIOS LTDA

NIPO CENTER

OPEN SOCIETY FOUNDATION

PALMEIRAS STORE

PERNAMBUCANAS

PISOAG DO BRASIL LTDA

PORTAL R7

PORTO SEGURO

PROACTION

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QUALICOLOR BRASIL LTDA

RÁDIO 89 FM

RÁDIO TRANSAMÉRICA

RAPPI

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